



IT'S ALL ABOUT THE CONSUMER



Judy Lowe
Commissioner

COMMISSIONER'S CORNER

Whether you are in the real estate profession or an employee at a state government agency as ADRE is, the customer is always the number one priority. For the Arizona real estate licensee the buyers, sellers, and owners of real estate are the customer.

As we all look forward to 2019, and begin our plans for the year ahead, let's remember that the customer service that we deliver is the value that we bring to our business. I personally have a strong conviction that putting the customer first means building the 2019 plan around "how the customer perceives the real estate professional". The customer must believe that the real estate professional is their advocate, and that they can count on that professional to offer research, knowledge and expertise, and, "yes, handholding" in real estate matters. The real estate consumer is searching for a professional real estate licensee that will adhere to the law, protect their real estate interest(s) to the extent allowed, and be civil, kind, ethical and responsive, while treating all parties fairly. Yes, they will search on line for their real estate needs, however, in most cases, they will turn to their real estate professional to lead them through the real estate transactions.

Professionalism is a combination of a real estate licensee's experience, skills, abilities, results, character and reputation demonstrated in terms of customer care, positive outcomes, and qualitatively high client services.

What about the Arizona Department of Real Estate and customer service?? When ADRE defined our customer the real estate professional was the Department's primary customer. Yes, we protect the consumer in their real estate transaction, but ADRE serves the real estate profession. ADRE must also always remember that the customer is first as well. Our mission is to serve and protect the public interest through efficient and timely licensure, balanced regulation, and proactive real estate education oversight of the real estate profession in the State of Arizona. ADRE and the real estate profession are partners in protecting the consumer.

The Department is challenged with being the best state real estate agency, and strives each and every day to deliver results that reflect as much. How does ADRE deliver results to the nearly 87,000 Arizona real estate licensees, and our investors the Arizona taxpayer?

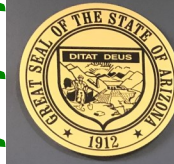
- Customer First
- TEAM - Together Everyone Achieves More
- Change is a good thing
- Problems as opportunities for improvement
- Always Seeking Continuous Improvement

Let's all remember the "customer" as we write our 2019 Business Plan. HERE'S TO A HAPPY AND PROSPEROUS 2019.

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DEPARTMENT OF REAL ESTATE



Q: Arizona's population grew tremendously after World War II, at least in part because of the development of what?



Answer: Air Conditioning



COMMISSIONER'S CORNER



Arizona Mexico Commission Real Estate Committee met in Hermosillo, Sonora on November 29, 2018



Commissioner Lowe shared info with the 2018 Property Management Summit attendees



Commissioner Lowe participating in the Tucson Association of REALTORS 2019 Installation

COMMISSIONER'S CORNER



Steve

Wayne



Stephen



Olga

Dan

Jennifer



Rose



“ADRE taking a break to celebrate the Holiday”

END OF YEAR QUESTIONS

I'm a REALTOR®, Where do I submit my Code of Ethics certificate?

The Code of Ethics certificate is **not** a requirement of the Arizona Department of Real Estate. A Code of Ethics certificate is required by the National Association of REALTORS® (NAR) to maintain membership in the local Board of REALTORS®, the Arizona Association of REALTORS® (AAR) and the National Association of REALTORS®. The requirement for REALTORS® to complete Code of Ethics training is a two year requirement with the first biennial cycle beginning January 1, 2017 and ending December 31, 2018.

Please contact your Association for the following questions regarding your Code of Ethics training;

- Do I need to complete my Code of Ethics training?
- Where do I submit my certificate?
- Ethics training classes typically do not count towards the Continuing Education requirements for the Arizona Department of Real Estate.

<https://www.nar.realtor/about-nar/governing-documents/code-of-ethics/code-of-ethics-training>

What are my membership fees and when are they due?

The ADRE does not require a membership fee. Your real estate license renewal fee is due every two years upon renewal, https://www.azre.gov/PublicInfo/Documents/Fee_Schedule.pdf.

The Association membership fees are established by the local Board of REALTORS®, the Arizona Association of REALTORS® and the National Association of REALTORS®.

Please contact your Association for questions regarding your Association dues.

<https://www.aaronline.com/local-associations>

How do I sever from my broker and become Inactive?

To place your license on Inactive Status complete the following:

- Advise your Designated Broker of the sever
- Log in to your personal Online License System Account via the www.azre.gov website and click on **Sever from my Employer**

IN AN INACTIVE STATUS YOU ARE NOT ELIGIBLE TO PRACTICE REAL ESTATE. You are still required to complete your continuing education (CE's), pay your renewal payment, and complete the renewal process prior to your license Expiration Date to maintain an Inactive License. As long as the renewal process is completed every two years, you may stay inactive indefinitely, and when ready to hang your license with a Broker, you may complete the "hire on" via your ADRE Online License System. Remember to confirm with the Designated Broker that the "hire on" process has been completed by them prior to practicing Real estate activity.

ADRE CALENDAR OF EVENTS

HOLIDAYS OBSERVED

ADRE will be closed on:

Christmas - Tuesday, December 25, 2018

New Year's Day - Tuesday, January 1, 2019

Martin Luther King Jr. Day - Monday, January 21, 2019

ADVISORY BOARD MEETING

The next Real Estate Advisory Board Meeting will be held on January 23, 2019 in the Commissioner's Conference Room from 10 a.m. - 12 noon

Arizona Department of Real Estate
100 N. 15th Ave., Suite 201
Phoenix, AZ 85007

All members of the public are welcome to attend

EDUCATION ADVISORY COMMITTEE

The next Education Advisory Committee will be held on March 12, 2019 in the Commissioner's Conference Room from 10 a.m. - 12 noon

Arizona Department of Real Estate
100 N. 15th Ave., Suite 201
Phoenix, AZ 85007

All members of the public are welcome to attend

LUNCH AND LEARN FOR DEVELOPMENT SERVICES

The next Lunch and Learn meeting will be January 29, 2019

Arizona Department of Real Estate
100 N. 15th Ave., First Floor
Phoenix, AZ 85007

Pre-register through the ADRE Message Center on the home page at www.azre.gov

Real Estate Advisory Board

Karen Bohler, Chair, Lake Havasu City
Kimberly S. Clifton, Vice-Chair, Tucson
Carla Bowen, Pinetop
Charles Bowles, Tucson
Bill Gray, Phoenix

Nedra M. Halley, Phoenix
Bruce A. Jacobs, Tucson
Nicole LaSlavic, Phoenix
Justin W. Rollins, Scottsdale
D. Christopher Ward, Phoenix

Tennessee Affiliate Broker Can't Sue for a Commission, Whatever It's Called Excerpted from *ARELLO Boundaries magazine* (December 2018)

A federal district court in Tennessee recently ruled that that an affiliate broker's* lawsuit against her brokerage firm's client, which was characterized as a claim for misappropriated trade secrets and "unjust enrichment" rather than a real estate commission, was nonetheless barred by the state's real estate license laws.

The case, *Miller v. Crescent Homes Tennessee, LLC*, involved the associate broker for a real estate firm who alleged that she negotiated and did extensive work toward a builder's purchase of build-ready properties. Instead of agreeing to pay a commission on the purchases, the builder entered into Exclusive Right to Sell Listing Agreements for the homes to be constructed. The affiliate broker alleged that she performed work on behalf of the builder on all phases of the development and construction of the homes, but the builder "unilaterally and without warning informed [the brokerage firm] that the builder no longer wanted the [affiliate broker] to act as listing agent." In her lawsuit, the affiliate broker claimed that her particularized knowledge of the market was a trade secret under the Tennessee Uniform Trade Secrets Act ("TUTSA") and that the misappropriation of her expertise enabled the builder to successfully acquire, construct, and market the subdivision. She also asserted that, since she was neither a party to nor a third-party beneficiary of the listing agreements, she was entitled to recover in quantum meruit for the value of her services. [Lawsuits based on theories of quantum meruit, "unjust enrichment," etc. involve an alleged benefit that was conferred under circumstances making it inequitable for the recipient to retain the benefit without paying for it. In Tennessee, the equitable doctrine of quantum meruit can be a basis for recovery only when there is "no existing, enforceable contract between the parties" (Citations omitted)-Ed.]. The builder moved to dismiss the case, arguing that the affiliate broker's characterization of her claims under TUTSA, unjust enrichment and quantum meruit was simply an attempt to avoid the Tennessee Real Estate Broker License Act of 1973 ("TREBLA"), which prohibits her from suing the brokerage firm's client. The affiliate broker responded that, among other things, her civil complaint does not demand real estate commissions, but rather recovery based on the

builder's unjust enrichment by her services. The U.S. District Court for the Middle District of Tennessee, Nashville Division dismissed the case, relying on applicable provisions of the TREBLA. The court noted that the statutes define an affiliate broker as any person engaged under contract by or on behalf of a licensed broker to participate in any activity included the definition of a "broker," for which any form of commission or any other valuable consideration is received or expected [Tenn. Code Ann. § 62-13- 102(3) and (4)]. Also, under Tennessee court precedents, "An affiliate broker is still under the direction and control of a licensed broker and engaged by the broker to do his bidding" and has "no right to maintain an action in h[er] own name against the broker's client for a commission" (Citations omitted). The court reasoned that, regardless of how her civil complaint was characterized (TUTSA, quantum meruit, etc.), the affiliate broker was claiming compensation for services she rendered on behalf of the brokerage firm under the listing agreement with the builder. Therefore, she lacked the "standing" (legal capacity) to sue the broker's client. The court also specifically dismissed the affiliate broker's TUTSA trade secret claim, finding that her asserted "particularized knowledge of the market" and her "misappropriated ... expertise," which allegedly resulted in the builder's success, was not an actionable trade secret because TUTSA applies only to specified forms of information (e.g., technical or financial data, a formula, compilation, program, device, method, or technique, etc.) The court also separately rejected the affiliate broker's arguments with respect to unjust enrichment and quantum meruit, for many of the same reasons that she lacked standing to directly sue the broker's client. And, despite her claim that she was not seeking a real estate commission, the court ruled that the TREBLA has a broad reach and covers "almost all forms of compensation." [*Miller v. Crescent Homes Tennessee*, U.S. Dist. LEXIS 169393 (M.D. Tenn., Oct. 1, 2018)]

PLANNING A COMPANY EVENT?

To stay up-to-date with what is happening in real estate, and to hear "What's Making the Phone Ring at ADRE?", invite Commissioner Lowe to speak to your group. For scheduling, contact Abby Hansen at ahansen@azre.gov

BLAST FROM THE PAST

The Department clipped two articles from past ADRE bulletins to provide a "Blast from the past"!

- December 1969 (Tips On Better Selling)
- March 1969 (Make Sure Your Clients Read the Contract)

Tips On Better Selling

The business of professional salesmanship has definitely come of age. In today's world, the old-fashioned selling attitude of "if-you-want-something-ask-for-it" is as outdated as buggy whips and high button shoes.

The modern salesperson must possess all of the attributes of any other skilled professional, plus empathy and human understanding.

The modern salesperson must have a genuine desire to sell. You may have become a salesperson by accident, but quickly reached a firm decision to make selling a career.

Professional salespeople must understand their products and services. Never stop learning more about them. Maintain a consistent program of self-improvement with the sole purpose of rendering better service to your customers.

You must understand and practice the rewarding science of motivation. You motivate your customers for their greater benefit, and motivate yourself to continued accomplishment.

Be proud of your ability to sell. Welcome the challenge that each new prospect or customer presents. This will make your work exciting, interesting, profitable, and different.

You must realize that your success in your chosen profession is dependent upon the confidence and good will of other people. Consider this trust your finest possession and your greatest asset.

All of these qualities are admirable. Equipped with these, you need only strategy to become the top salesleader of your department.

To develop and plan a sales strategy is quite simple. Strategic selling is nothing more than a clear understanding of human motivation.

Discovering the reason for a prospective customer's needs, wants, and desires is comparatively simple. The strategy in putting this information to use requires more thought.

To do this "personalize each sale". Don't neglect the personal touch just because you work for someone else.

BLAST FROM THE PAST



Make Sure Your Clients Read The Contract

Real estate by its very nature is a special, perhaps quite personal, kind of vocation.

Because of the personal relationship that frequently evolves between client and licensee, it is not unusual for a principal or customer to say something like this: "I have implicit confidence in you, I don't need to read the contract, and I might not understand it anyway." Under these circumstances it is still good business to make sure terms are read and understood.

The fact that a party signs a contract does not always bind him to its terms, particularly if circumstances permit him to claim that he was dissuaded or fraudulently influenced not to read the instrument. There are cases which have held that the person who was lulled into a false sense of security and influenced to sign a contract without reading it is relieved of its obligations.

Make sure that all parties concerned understand the transaction. From a professional viewpoint, it is doubtful that so-called "excusable neglect" has any place in the business.

In properly discharging fiduciary and moral obligations, one gains a reputation for fairness and competency, which leads to referrals—a professional merit badge of distinction.

Fair Housing Update: Recent Charges Highlight Discrimination Issues

Excerpted from ARELLO Boundaries magazine (December 2018)

2018 marks the 50th anniversary of the Civil Rights Act of 1968 (CRA), Title VIII of which contains the Fair Housing Act's (FHA) prohibitions against housing discrimination based on race, color, national origin, religion, sex, familial status and disability. Here's a snapshot glimpse of recent FHA charges lodged by the U.S. Department of Housing and Development (HUD), periodic review of which can provide an interesting look at the kinds of circumstances that can lead to alleged FHA liability.

[The following examples are based on HUD announcements and charging or other documents in pending cases (and one settled matter) that have not been adjudicated, thus the recited factual circumstances and legal conclusions are mere allegations that have not been proven. HUD FHA charges are heard by a United States Administrative Law Judge unless any party to the charge elects to have the case heard in federal district court. FHA remedies such as fines, damages, injunctive and other equitable relief, and attorney fees, may be awarded.]

Designated Parking Spaces: HUD recently alleged that companies involved in the management of a West Virginia apartment complex engaged in prohibited discrimination by refusing the request for a designated parking space made by a resident with disabilities. The resident verbally requested the parking space and was told to get a prescription from her doctor, which she did. The prescription indicated that the resident's disability requires a designated parking space "close to home." Her medical provider also returned a verification indicating the need for a designated parking space close to her unit and identifying the relationship between the requested accommodation and her disability. The companies allegedly failed to grant the request. The resident continued to have difficulties finding a parking space close to her unit, which exacerbated her medical condition, and moved out of the property. HUD General Council Paul Compton said, "When a resident needs a designated parking space as an accommodation for her disability and providing one will not be an undue burden or fundamental alteration, a housing provider must do so."

Occupancy Policies Restricting Children: The owners of a three-bedroom rental unit in Wisconsin have been charged with violating the FHA by refusing to rent to a couple with five children, and by making prohibited statements "indicating any preference, limitation, or discrimination based on familial status, or that indicates an intention to make such a distinction." According to HUD, the owners' occupancy policy for all of their rental properties allowed no more than two people per bedroom, and thus limited the

subject property to six residents. However, HUD alleges that the unit is large enough for the family under the local housing code, and three of the children would only have lived there part time. According to the HUD charges, an occupancy policy of two persons per bedroom is presumptively reasonable under the FHA, but the presumption is rebuttable by considering certain factors (e.g., bedroom/unit size and configuration, age of children, physical limitations of the housing, state and local law, etc. [Citations omitted]). The owners also allegedly said that they were not comfortable with having five children living in the unit and that "this is too many kids and having three boys sharing a bedroom would be too many for one room even if two of the boys are only there part time." The owners also allegedly told the couple they did not feel that the house would be cleaned properly and were concerned things would get damaged. HUD's Paul Compton commented, "Assuming that families with children make bad tenants is an unlawful stereotype. When a housing provider refuses to rent to a family because the family has children, the refusal violates the Fair Housing Act."

Assistance Animals and Common Areas: HUD has alleged that a New Jersey condominium association violated the FHA by only allowing a sight and hearing impaired resident, when accompanied by her assistance animal, to use the service door instead of the main entrance to the development or its common areas. According to HUD, "The case came to HUD's attention when the daughter of a condominium resident who uses an assistance animal filed a complaint alleging that the condominium association refused to waive its requirement that residents transport pets in carriers when in common areas, and was fined \$100 for walking the animal in the development's common areas. Because of the resident's.... (Continued on page 10).

Fair Housing Update (Continued)

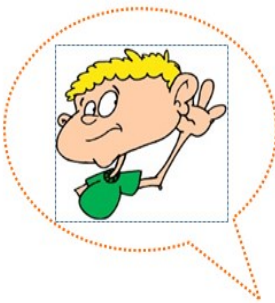
mobility impairments, her daughter was primarily responsible for walking the dog. Additionally, when the resident was with her assistance animal, she was required to use the service door to enter and exit the building.” Mr. Compton noted, “Rules that limit access to condominium common areas for persons with disabilities who need an assistance animal violate the Fair Housing Act.”

American Indian Home Refinancing: An internet-based mortgage lender/ originator and an appraisal management company entered into a conciliation agreement with HUD to resolve allegations that the lender refused to refinance homes in North Dakota and California because they are on Native American lands. In one of the two cases, the appraisal management company allegedly informed the lender that it could not provide an appraisal on the subject home because it was on “Indian land.” The

companies denied discriminating against the homeowners but settled the matters. The lender/originator agreed to pay \$30,000 each to the two homeowner(s); fund a \$40,000 loan subsidy program for American Indian reservation borrowers; provide \$240,000 to support housing, financial literacy, and homeowners education outreach programs benefitting American Indians on and around reservations; and revise its home mortgage loan underwriting policies regarding land located within American Indian reservations, consistent with the FHA. The appraisal management company will similarly revise its policies and will no longer contract with appraisers who refuse to conduct appraisals on reservations. “A homeowner’s creditworthiness and ability to pay should be the only thing that matters when they apply for a mortgage, not their race or the fact that their home is located on Native American lands,” said HUD Assistant Secretary for Fair Housing and Equal Opportunity Anna María Fariás.

For more information about the Fair Housing Act and HUD’s enforcement activities, please [click here](#).

WE’D LIKE TO HEAR FROM YOU!



Your opinion as a Department of Real Estate licensee means a lot to us. We invite you to provide comments suggestions and

feedback about your experiences with the Department. Your input will help us evaluate the effectiveness of the services we provide and how we provide them to you. We’re always looking for “Opportunities for improvement”

If you have a moment, please share your thoughts;

How are we doing? Please take a moment to answer a few questions.

<https://www.surveymonkey.com/r/ADREcustomersurvey>



VOLUNTEER MONITOR PROGRAM **RECRUITMENT INFORMATION**

If you have a background and awareness of Arizona requirements and real estate educational processes then you are a good candidate to be a Volunteer Monitor.

PURPOSE: The Volunteer Monitor Program utilizes volunteer licensees to provide feedback to the ADRE by attending courses at an Arizona approved real estate schools. The purpose of monitoring real estate education is to ensure that approved schools and instructors are in compliance with Arizona Revised Statutes and Commissioner’s Rules.

Volunteer Monitors shall not be an ADRE license educator affiliated with an ADRE approved school

INFORMATION: Click on the link [Volunteer Monitor Program](#) or visit the ADRE website at www.azre.gov for more information.

CONTACT: If you are interested, contact Education Auditor Jim Williams. [Click Here](#) to be directed to the ADRE Message Center.

LICENSING STATISTICS

Arizona Department of Real Estate Licensed Individuals & Entities December 3, 2018

	Active	Inactive	Total Current	In Grace Period	Current + Grace Period
Individuals					
Broker	12,149	1,002	13,151	584	13,735
Salesperson	47,457	12,487	59,944	4,442	64,386
Total Individuals	59,606	13,489	73,095	5,026	78,121
Last month	59,465	13,428	72,893	4,994	77,887
% change from last month	0.24%	0.45%	0.28%	0.64%	0.30%
Same month last year	57,774	12,681	70,455	4,917	75,372
% change from last year	3.17%	6.37%	3.75%	2.22%	3.65%
Entities					
Branch, corp	171	37	208	41	249
Branch, liability	423	80	503	31	534
Branch, Partnership	1	0	1	0	1
Branch, Self-Employed	19	4	23	3	26
Corporation	1,386	65	1,451	84	1,535
Limited Liability	3,441	174	3,615	228	3,843
Partnership	29	1	30	4	34
Self-Employed Broker	1,983	104	2,087	269	2,356
Total Entities	7,453	465	7,918	660	8,578
Last month	7,463	473	7,936	665	8,601
% change from last month	-0.13%	-1.69%	-0.23%	-0.75%	-0.27%
Same month last year	7,498	491	7,989	663	8,652
% change from last year	-0.60%	-5.30%	-0.89%	-0.45%	-0.86%
Individuals & Entities					
Total - this month	67,059	13,954	81,013	5,686	86,699
Total - previous month	66,928	13,901	80,829	5,659	86,488
% change from last month	0.2%	0.4%	0.2%	0.5%	0.2%
Total - this month	67,059	13,954	81,013	5,686	86,699
Total - same month last year	65,272	13,172	78,444	5,580	84,024
% change from last year	2.7%	5.9%	3.3%	1.9%	3.2%

** Arizona Real Estate licensing statistics are updated monthly and posted to the Department's website at www.azre.gov. Access by clicking the link on the homepage titled "Monthly License and Exam Stats".*

Updates to Existing Substantive Policy Statements

The Department recently updated several existing substantive policy statements, commonly known as SPS's to refresh references, improve clarity, and remove items that are no longer applicable. Please "Click" to refresh your memory of this valuable information:

[No. 2010.01](#)

[Short Title: Guidance for using Electronic Real Estate Transaction Management and/or Document Storage Programs](#)

Description: This advisory provides guidance and outlines the responsibilities of brokers who are using or intend to use any electronic record program, and who have signed or intend to sign the Department's User Agreement, which provides the Department access to their electronic storage systems.

Effective Date: 03/08/2010; Revised 12/07/2018

[No. 2008.06](#)

[Short Title: Preventing Mortgage Fraud through Disclosure](#)

Description: The Department recommends that a licensee who provides a premium, credit, or rebate in a real estate transaction disclose the premium, credit, or rebate to all parties in the transaction, including the lender and third-party service providers, such as appraisers, in the purchase agreement and the closing statement.

Effective Date: June 18, 2008; Revised 12/07/2018

[No. 2005.10](#)

[Short Title: Electronic Signatures](#)

Description: Acceptance of a broker's electronic signature on contracts and agreements.

Effective Date: November 5, 2004; Renumbered 04/01/05

Effective Date: Revised August 8, 2016; Revised 12/07/2018

[No. 2005.08](#)

[Short Title: Payment of Commission After License Expiration or Transfer of Employment](#)

Description: Department's position concerning payment of a commission to a licensee after the Licensee has changed employing brokers or the license has expired.

Effective Date: June 18, 1999; Revised & Renumbered 05/28/04; Renumbered 04/01/05; Revised 12/07/2018

[No. 2005.06](#)

[Short Title: Electronic Record Keeping](#)

Description: Conditions under which brokers may keep required records electronically.

Effective Date: August 15, 2000; Revised & Renumbered 05/28/04; Renumbered 04/01/05; Revised 12/07/2018

[No. 2005.02](#)

[Short Title: Attendance Requirements for Credit and Enforcement](#)

Description: Circumstances when a licensee is entitled to credit for a class.

Effective Date: June 18, 1999; Revised & Renumbered 05/28/04; Renumbered 04/01/05; Revised 12/07/2018

[Commissioner's Advisory No. 1 - rel. 12/07; revised 11/18](#)

[- Rights and Responsibilities when a Real Estate Firm Closes -](#)

This advisory is a partial list of rights and responsibilities of parties impacted by a real estate company closing. While a real estate firm continues to be licensed by the Arizona Department of Real Estate, all listings, escrows and other agreements legally entered into by clients with this firm remain valid and enforceable. Agents do not have the authority to cancel or transfer agreements or escrows between clients and the brokerage.

EDUCATION UPDATE!

Now available online is the Real Estate Exam Performance Summary by School (first time test taker pass/fail rates) for National and State Specific performance areas.

Click [here](#) to view the summary on the ADRE Website. The summary will be posted quarterly.

NEW: Click [here](#) to view Educator Updates on the ADRE Website.

Reminders for All Schools:

- **Advertising:** Real Estate Schools should review the following advertising regulations and establish policies to ensure compliance with these regulations as a school and through any owner, director, administrator instructor or other agent:
- **Arizona Revised Statutes**
Click [here](#) to view A.R.S. § 32-2135(D) and [here](#) to view A.A.C. 32-2153(A)(26).
Commissioner’s Rule A.A.C. § R4-28-502(D)
“A school shall include its name, address and telephone number in all advertising of Department-approved courses. The school owner, director, or administrator shall supervise all advertising. The school owner shall ensure that the school’s advertising is accurate.”
- **14-Day Course Notices** – Schools must be sure to properly schedule the course event location in the 14-Day Notice pursuant to A.R.S. § 32-2135 especially if the course is held at a location other than the school location.

EDUCATION STATS

Average Passing Percentages for "First Time Exam Takers"

EXAM TYPE	Aug-2018	Sep-2018	Oct-2018	Nov-2018
REAL ESTATE BROKER	69%	63%	83%	68%
REAL ESTATE SALESPERSON	69%	67%	65%	65%
CEMETERY BROKER	N/A	N/A	100%	100%
CEMETERY SALESPERSON	67%	67%	100%	67%
MEMBERSHIP CAMPING BROKER	N/A	N/A	N/A	N/A
MEMBERSHIP CAMPING SALESPERSON	N/A	50%	N/A	100%

Total Number of Licensees (Individual and Entity) as of December 20, 2018

87,083

Active Continuing Education (CE) Courses as of December 20, 2018

Live CE (Approximately)	2,324
Distance Learning CE (Approximately)	296

Education Advisory Committee (EAC)

The ADRE's Education Advisory Committee's task is to offer support to the Education Division of the ADRE to fulfill its mission of: "Protecting the public interest by raising the level of professionalism in the real estate sector without increasing barriers to entry into the sector." Membership of the EAC is composed of 14 members that participate in public meetings at the ADRE on a quarterly basis. The EAC members are valued volunteers and are not compensated for their time, nor reimbursed for expenses. Over the past several years, the EAC has worked diligently to provide ADRE with recommendations on an array of education issues pertaining to real estate licensees and the real estate industry. The current EAC members and terms are:

2-year term (July 2018 to July 2020)

Holly Eslinger	Debra Prevost <i>Recently Appointed!</i>
Jim Hogan	Partick Sheahan
Jon Kichen	Kelly Zitlow
Laura Kovacs	

2-year term (July 2017-July 2019)

Marti Barnewolt	Sherry Olsen
Marc Blonstein	Mary Sand
Barb Freestone	Debbie Shields
Evan Fuchs	



Visit the ADRE website www.azre.gov to view the EAC Calendar of meeting dates, past and current minutes and meeting agendas.



The time of year is upon us once again where the government affairs community, industry officials, and the public prepare for the activities of the Arizona state legislature. The 54th Legislature, 1st Regular Session will begin on Monday January 14, 2019. They will continue their work for roughly 100 days. During this time, legislators will introduce a variety of bills that represent issues in their districts, constituent needs, or of statewide interest, as well as pass the state's budget. The Arizona Department of Real Estate ("ADRE") will continue to remain engaged, and mindful of legislation throughout the session that could affect the public, real estate industry, the department (ADRE), and state.

Not all introduced legislation will become law, but the Department believes it is important to follow and understand the issues brought forward to have an opportunity to provide input to stakeholders. In addition to tracking legislation throughout session, the ADRE also follows the budget process.

Moving forward, the ADRE looks forward to working with industry stakeholders, and listening to public concerns on any real estate related legislation. Information about the 2019 session and the legislature can be found at www.azleg.gov.

Questions can be submitted to the Department online through the Message Center at www.azre.gov, or by [clicking here](#).

Thank you for your support of ADRE and for all that you do to contribute to the economic opportunities of the state of Arizona.

NATIONAL DO NOT CALL REGISTRY

Before making calls to consumers do you or your company verify the number you're calling is not registered on the National Do Not Call Registry? FAQ's from the Federal Trade Commission (The government agency that protects consumers).



The National Do Not Call Registry is a list of phone numbers from consumers who have indicated their preference to limit the telemarketing calls they receive. The registry is managed by the Federal Trade Commission (FTC), the nation's consumer protection agency. It is enforced by the FTC, the Federal Communications Commission (FCC), and state officials.

WHAT CALLS ARE COVERED?

The do not call provisions of the TSR cover any plan, program or campaign to sell goods or services through interstate phone calls. This includes calls by telemarketers who solicit consumers, often on behalf of third party sellers. It also includes sellers who are paid to provide, offer to provide, or arrange to provide goods or services to consumers.

WHAT TYPES OF CALLS ARE NOT COVERED BY THE NATIONAL DO NOT CALL REGISTRY?

The do not call provisions do not cover calls from political organizations, charities, telephone surveyors, or companies with which a consumer has an existing business relationship.

HOW DOES THE ESTABLISHED BUSINESS RELATIONSHIP PROVISION WORK FOR A CONSUMER WHOSE NUMBER IS ON THE REGISTRY?

A company with which a consumer has an established business relationship may call for up to 18 months after the consumer's last purchase or last delivery, or last payment, unless the consumer asks the company not to call again. In that case, the company must honor the request not to call. If

the company calls again, it may be subject to a fine of up to \$16,000.

If a consumer makes an inquiry or submits an application to a company, the company can call for three months. Once again, if the consumer makes a specific request to that company not to call, the company may not call, even if it has an established business relationship with the consumer.

A consumer whose number is not on the national registry can still prohibit individual telemarketers from calling by asking to be put on the company's own do not call list.

HOW CAN I ACCESS THE REGISTRY?

The registry can be accessed only through the fully automated and secure website www.telemarketing.donotcall.gov. The first time you access the registry, you must set up a profile and provide identifying information about you and your organization. If you are a telemarketer or service provider accessing the registry on behalf of your seller-clients, you will be required to identify your seller-clients and provide their unique Subscription Account Numbers (SANs). The only consumer information available from the registry is telephone numbers. After you (or the company telemarketing on your behalf) have accessed the registry and downloaded telephone numbers the first time, you'll have the option of downloading only changes in the data that have occurred since the last time you accessed the registry.

Main Office:
100 N. 15th Ave., Suite 201
Phoenix, Arizona 85007

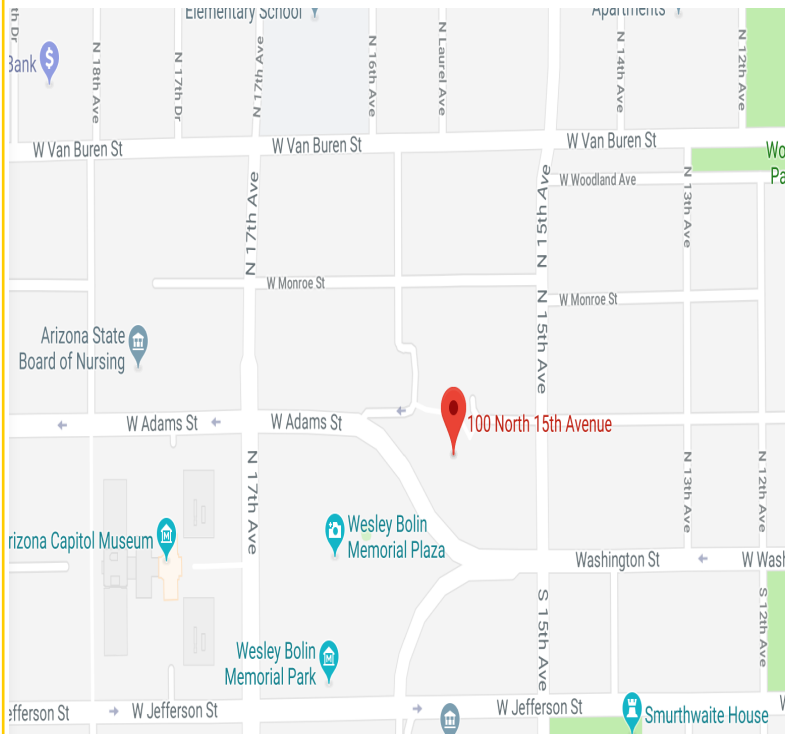
Visit our website at www.azre.gov



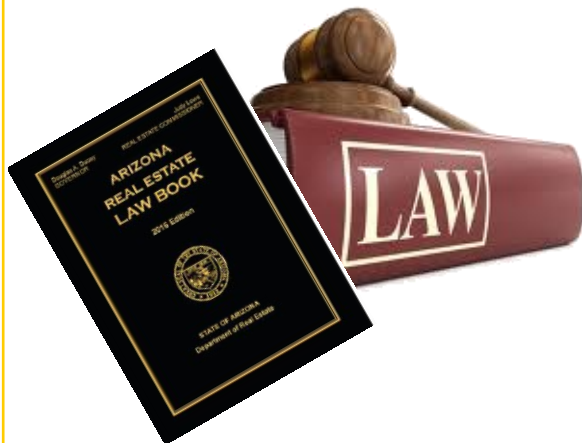
THE ADRE HAS MOVED

The Arizona Department of Real Estate moved office locations on **June 11, 2018**

ADRE is now located at:
100 N. 15th Ave., Suite 201
Phoenix, AZ 85007



HOW TO LOCATE THE ARIZONA REAL ESTATE LAW BOOK



- Log on to: www.azre.gov
- Select the [Laws, Rules, Policy, Statements and Advisories](#) link located on the left-hand side menu of the page.

Laws, Rules, Policy
Statements and Advisories

- On the right-hand side of the page, click on Online Law Book - PDF version.

- Law Book Order Form
- Online Law Book – PDF version

- The Law Book will appear in PDF format on your screen.

ADRE anticipates offering the 2019 Real Estate Law Book for sale in early 2019.

More information, including an updated order form coming soon.

The link below will take you to our online order page:

<https://www.azre.gov/LawBook/Forms/Law Book Order Form.pdf>

BROKER AUDIT HONOR ROLL
Brokers in Substantive Compliance– September 2018 thru November 2018

License No.	Broker Last Name	Broker First Name	Brokerage Name	Type of Audit	Brokerage Location
BR038633000	Atkinson	Brenda R..	Destination Havasu, LLC	EBAR w/ Sales	Lake Havasu City
BR045855000	Baker	Dean	Lake Havasu City Properties	EBAR w/ Sales	Lake Havasu City
BR106261000	Baughman	Helena M.	RMA - Preferred Professionals	EBAR w/ Sales	Kingman
BR574319000	Bergren	Kenneth M.	Bergren Realty	Remote Sales	Dewey
BR027407000	Bernstein	Ronald L.	Ronald Bernstein	Remote Sales	Ft. Mohave
BR013099000	Blair	Richard A.	Blair Realty & Associates	Remote Sales	Nutriso
BR528370000	Boccardo	Gregory R. "Greg"	Boccardo Realty	Remote Sales	Tucson
BR013350000	Borgmann	Lonnie B.	Borgmann Real Estate Group	Remote Sales	Green Valley
BR106218000	Bower	Steven Wayne	Redhawk Real Estate, LLC	Remote Sales	Show Low
BR639144000	Bowers	Scott Everett	Bowers Residential	EBAR w/ Sales	Oro Valley
BR112636000	Brannon	Harry E. "JR" III	Robson Ranch Quail Creek, LLC	Remote Sales	Green Valley
BR517016000	Lucas Briggs	Sara A.	Briggs Realty, LLC	EBAR w/ Sales	Florence
BR522570000	Buchanan	Wendy J.	Your Home and Future, LLC	Onsite	Gilbert
BR553490000	Carpenter	Tiffani	Cool Pines Realty	Remote Sales	Show Low
BR104385000	Carver	Leann Watkins	Bella Terra Realty, LLC	Remote Sales	Prescott
BR554611000	Cedarblade	Linda R.	Cedar Ridge Real Estate	EBAR w/ Sales	Show Low
BR103309000	Chaffey	Sean Alexander	Willcox Real Estate Company	Remote Sales	Willcox
BR116388000	Clark	Kathryn J. "Kathi"	Realty One Group, Mountain Desert	Remote Sales	Parks
BR006404000	Collins	Jackie S.	Hereford Realty	Remote Sales	Hereford
BR106071000	Conner	Julie Rae	Real Estate Investment Opportunities, LLC	Remote Sales	Prescott
BR544910000	Connolly	Neel E. "Eve"	Connolly Real Estate Connection	Remote Sales	Prescott
BR004909000	Coretz	Michael S.	Commercial Real Estate Group of Tucson	Remote Sales	Tucson
BR513758000	Cowley	Erin M.	TCT West Property Management Services, LLC	Onsite	Goodyear
BR517265000	Craig	William E. "Bill" Jr.	Just Ducky Homes & Land	Remote Sales	Flagstaff
BR101382000	Davis	Candace A.	Randall Realty and Insurance	Remote Sales	Tucson
BR007592000	Debonis	Sandra K.	First Commercial Real Estate of No. Arizona, Inc.	Remote Sales	Flagstaff
BR627952000	Deconcini	Jeremy	Deconcini Realty	Remote Sales	Tucson
BR011795000	Della Cioppa	Frank V.	A. F. Sterling Marketing, LLC	Remote Sales	Tucson
BR009050000	Dexter	Dora Luz	Dexter Real Estate	Remote Sales	Nogales
BR031600000	Dixon	Ben	Big Ben Realty	Remote Sales	Tucson
BR006935000	Doubek	Dawn M.	Vicki L. Cox and Associates	Remote Sales	Tucson
BR535133000	Douglas	Roger Dale	Oracle Foothills Realty	Remote Sales	Oracle
BR537062000	Dunavant	Karla J.	The Refuge Golf & Country Club	Remote Sales	Lake Havasu City
BR026678000	Duncan	Marshall A. "Allan"	Bankers Real Estate	Remote Sales	Williams
BR544221000	Erceg	Diann Dede	Garden Brook Realty	EBAR w/ Sales	Prescott
BR014009000	Estrada	Valerie	Douglas Realty	Remote Sales	Tucson
BR008446000	Ferrick	Randy Kay	Tierra Realty & Development	Remote Sales	Tucson
BR544458000	Ford	Carol L.	Long Realty Sonoita/Patagonia	Remote Sales	Sonoita
BR565000000	Giblin	Lee	Code of the West Realty	Remote Sales	Prescott Valley

BROKER AUDIT HONOR ROLL
Brokers in Substantive Compliance– September 2018 thru November 2018

License No.	Broker Last Name	Broker First Name	Brokerage Name	Type of Audit	Brokerage Location
BR008748000	Grafman	Preston	RMA - Mountain Properties	Remote Sales	Prescott
BR101767000	Hubka	Jim Roger	Realty Executives, Kingman	EBAR w/ Sales	Kingman
BR042299000	Johns	Lawrence K.	Blue Bird Real Estate	Remote Sales	Show Low
BR033343000	King	Ron	King Realty & Construction, Inc.	Remote Sales	Mayer
BR636341000	Knuppel	Cynthia M.	Arizona Land & Ranches, Inc.	Remote Sales	White Hills
BR109738000	Lorson	John	Real Property Management - East Valley	Onsite	Mesa
BR525300000	Lundy	Michelle "Mimi" S.	Realty One Group, Mountain Desert	Remote Sales	Lake Havasu City
BR038247000	McCoy	Russell D. "Russ"	McCoy Land & Investments	Remote Sales	St. Johns
BR527119000	Miller	William J. "Bill"	Williams Realty	Remote Sales	Williams
BR515565000	Nevels	Sandra L.	REIS	EBAR w/ Sales	Yuma
BR652234000	Oosterhuis	Peter R.	Dove Mountain Realty	Remote Sales	Marana
BR518056000	Pettingill	Cliff	Century 21 Sunshine Realty & Investment of Show Low	EBAR w/ Sales	Show Low
BR021690000	Pint	Shirley Ann	Shalamar Realty	Remote Sales	Show Low
BR032656000	Plunkett	David L.	David Plunkett Realty	EBAR w/ Sales	Parker
BR012241000	Pottinger	Gary Earl	Gary Pottinger Real Estate & Construction, Inc.	Remote Sales	Nogales
BR626953000	Rankin	Heather L.	Rankin Realty at Lake Powell, LLC	Remote Sales	Page
BR631670000	Roth	Danielle L.	Wishing Well Realty	Remote Sales	Dolan Springs
BR040851000	Shantz	Alberta "Berta"	Alberta Shantz Realty	Remote Sales	Flagstaff
BR509078000	Silva	Susan "Susie"	White Mountain Kachina Realty	Remote Sales	Springerville
BR626514000	Southards	Barbara Leslie "Barb"	Re/Max Valley Properties	Remote Sales	Green Valley
BR034928000	Tenney	James "J.L."	Tenny's 4U Land & Real Estate, LLC	Remote Sales	Wilcox
BR504135000	Teran	Carmen	New Pueblo Realty & Investments, LLC	Remote Sales	Tucson
BR522872000	Thompson	David Alan	Arizona Homes Rentals and Sales	EBAR w/ Sales	Tucson
BR023226000	Thu	Steven W.	4-D Properties, LLP	EBAR w/ Sales	Tucson
BR514669000	Uhler	Matthew W.	WCI Brokers Business Opportunities & Real Estate I	Remote Sales	Prescott
BR518926000	Ulmer	Tamra L.	Arizona Resource Realty	EBAR w/ Sales	Payson
BR030164000	Vinikoor	Greg	Vinikoor Commercial Realty, LLC	Remote Sales	Tucson
BR011774000	Watson	Emma Jean	Pioneer Land & Realty	Remote Sales	Mohave Valley
BR042029000	Wilks	Angie	Silver Sage Properties	Remote Sales	Golden Valley
BR109157000	Yardy	Denise Ann	Long Realty Business Brokerage	Remote Sales	Tucson
BR043399000	Zeising	Renee A. "Renee"	Young Realty Partners, Inc.	Remote Sales	Young

DISCIPLINARY ACTIONS October to December 2018

ABBREVIATIONS USED IN DISCIPLINARY ACTIONS

ASA = Accelerated Settlement Agreement **BA = Broker Acknowledgement** **C&D = Cease and Desist** **CFO = Commissioner Final Order**

CO = Consent Order **CONV = Conviction** **CP = Civil Penalty** **ED = Additional Education**

FEL = Felony **J & S = Joint & Several** **LG = License Granted** **MISD = Misdemeanor**

PL = Provisional License **PM = Practice Monitor** **UA = Unlicensed Activity** **COA = Certificate of Authority**

Name	License Number	Brokerage at time of violation	Location	Summary	Order
Virtually Incredible			Palm Beach Gardens, FL	Unlicensed Activity by Unlicensed Licensee/ Entity	Cease and Desist
Todd Breen			Palm Beach Gardens, FL	Unlicensed Activity by Unlicensed Licensee/ Entity	Cease and Desist
Venezia-Royce, Tracy	SA634076000	Open House Realty, LLC	Phoenix, AZ	Unlicensed Activity under an Unlicensed name	CO - \$4,000 CP, 2 yrs. PL/PM, 15 hrs. CE, Affirmative Action
Bauer, Michelle Crystal	SA655609000	Brooks-Clark & Associates	Lake Havasu, AZ	Advertising, not including the name of the Brokerage	ASA-CP \$500, 6 hrs. of CE
Marsh, Jared	SA679811000 (Candidate)		Phoenix, AZ	Convictions	CO-2 yrs. PL/PM, Support group meetings twice a month
Morales, Samantha	SA679764000 (Candidate)		Marana, AZ	Convictions	CO-2 yrs. P/L-P/M
Mouzourakis, Emmanuel Joseph	SA679716000 (Candidate)		Tucson, AZ	Convictions	CO-2 yrs. P/L-P/M
Chapman, Stacy	SA679926000 (Candidate)		Chandler, AZ	Convictions	CO-2 yrs. P/L-P/M
Carter, Ronald Darnell	SA679005000 (Candidate)		Phoenix, AZ	Convictions	CO-2 yrs. P/L-P/M
Wilken, Sandra	BR015674000	Sandra Wilken Properties	Scottsdale, AZ	Late Disclosure of a conviction	ASA-CP-\$750
Marvis, Michael	BR511379000	The Jacobson Companies, INC	Yuma, AZ	Failed to maintain records	ASA-CP-\$3,000- 12 hrs. CE
Royse, Ryan	SA680608000 (Candidate)		Tempe, AZ	Convictions	CO-2 yrs. PL/PM
Welborn, Katie	SA676990000 (Candidate)		Phoenix, AZ	Convictions	CO-2 yrs. PL/PM
Watters, Edgar	SA646115000	Realty Executives Tucson Elite	Tucson, AZ	Violations of Rules and Regulations, accepted compensation other than the employing broker	ASA-CP-\$3,000- 12 hrs. CE
Cereceres, Jose Antonio	SA679247000 (Candidate)		Avondale, AZ	Convictions	CO-2 yrs. PL/PM
Petratis, Gabriel John	SA6878493000 (Candidate)		Phoenix, AZ	Convictions	CO-2 yrs. PL/PM
Fuller, Chad	BR586112000	K. Hovananian Homes	Phoenix, AZ	Violations of Rules and Regulations, improperly give broker designation	ASA-CP-\$750, 12 hrs. CE
Curran, Derek James	SA680058000 (Candidate)		Kingman, AZ	Convictions	CO-2 yrs. PL/PM Support group/ counseling
Easa, Jaysen	SA679805000 (Candidate)		Mesa, AZ	Convictions	CO-2 yrs. PL/PM
Klima, Adam	SA669380000	Prosmart Realty	Peoria, AZ	Late Disclosure of a conviction	ASA-CP-\$500
Cook, Britni	SA678531000 (Candidate)		Tempe, AZ	Convictions	CO-2 yrs. PL/PM
Cordes, Christopher	SA553024000	Keller Williams Realty	Tempe, AZ	Convictions	ASA - \$1,000 CP
Mendelsberg, Allan	SA628504000	Picor Commercial Real Estate Services, Inc.	Tucson, AZ	Violations of Rules and Regulations, accepted compensation other than the employing broker	ASA - \$3,000 CP, 12 hrs. CE

DISCIPLINARY ACTIONS October to December 2018 ... CONTINUED

Name	License Number	Brokerage at time of violation	Location	Summary	Order
Jacobs, Kevin	SA564866000 (Candidate)		Lake Havasu, AZ	Convictions	CO - 2 yrs. PL/PM \$4,000 CP, 2 yrs. PL/PM, 15 hrs. CE, Affirmative Action
Cai, Xiaoyan	BR634826000	Golden Bull Realty	Mesa, AZ	Violations of Rules and Regulations, Trust Account Irregularities	CO - 2 yrs. PL, \$2,000 CP, 9 hrs. CE, Monthly Trust Accounts
Revel, Daniel	BR536725000	Daniel Stuart Revel	Gilbert, AZ	Violations of Rules and Regulations, Trust Account Irregularities	CO- \$5,000 CP, 15 hrs. CE
Pennington, Edward	SA021068000	Russ Lyon Sotheby's International Realty	Sedona, AZ	Violations of Rules and Regulations, did not have prior consent to act as dual agent	ASA - \$1,000 CP, 9 hrs. CE
Jacobs, Kevin	SA564866000 (Candidate)		Lake Havasu, AZ	Convictions	CO - 2 yrs. PM/PL
Desert Wide Properties, Inc.	CO001534000		Chandler, AZ	Violations of Rules and Regulations, Trust Account Irregularities	CO - \$7,500 CP, 2 yrs. PL, Monthly Trust Accounts, Affirmative Action
Billings, Christopher	SA680654000 (Candidate)		Chino Valley, AZ	Convictions	CO - 2 yrs. PL/PM
Keenan, Kevin	SA678681000 (Candidate)		Phoenix, AZ	Convictions	CO - 2 yrs. PL/PM
Wilson, John	BR112695000	John F. Wilson	Flagstaff, AZ	Violations of Rules and Regulations, failed to perform broker reviews, failed to exercise proper supervision, paid compensation to an unlicensed person, firm, or corporation	ASA - \$3,000 CP, 15 hrs. CE
Phillips, John	SA678411000 (Candidate)		Marana, AZ	Convictions	CO - 2 yrs. PL/PM
Wehner, Jennifer	BR545357000	EXP Realty	Peoria, AZ	Advertising, not including the name of the Brokerage	ASA - \$2,500 CP, 15 hrs. CE
Steuter, Joshua	SA680883000 (Candidate)		Phoenix, AZ	Convictions	CO - 2 yrs. PL/PM
Williams, Timothy	SA680782000 (Candidate)		Peoria, AZ	Convictions	CO - 2 yrs. PL/PM
Copeland, Kelly	BR006992000	Kelly Copeland Realty	Tucson, AZ	Violations of Rules and Regulations, failed to establish Broker Polices and Procedures specific to the brokerage, failing to initially submit requested records, i.e., earnest money receipts. Broker paid real estate compensation through an unlicensed entity	CO - \$2,000 CP, 15 hrs. CE, Affirmative Action
Gonzalez, Randi	SA680371000 (Candidate)		Lake Havasu, AZ	Convictions	CO -2 yrs. PL/PM
Wood, Brian	SA665550000	Kenneth James Realty, Inc.	Tempe, AZ	Convictions	ASA - \$1,000 CP, 12 hrs. CE
Colwell, Brian	SA678941000 (Candidate)		Tucson, AZ	Convictions	CO - 2 yrs. PL/PM
Schifman, Paul	BR037325000	Paul Schifman	Phoenix, AZ	Violations of Rules and Regulations, conducted real estate activity using unlicensed entity	ASA - \$1,000 CP, 12 hrs. CE
Adams, Richard	SA679176000 (Candidate)		Chandler, AZ	Convictions	CO - 2 yrs. PL/PM
James, Kathleen	SA574379000	La Frontera Realty LLC.	Patagonia, AZ	Unlicensed Activity by a Licensee	ASA - \$2,000 CP
Davis, Dane	SA681206000 (Candidate)		San Tan Valley, AZ	Convictions	CO -2 yrs. PL/PM
Alvarez, Ana	SA680208000 (Candidate)		Casa Grande, AZ	Convictions	CO - 2 yrs. PL/PM
Retherford, Darrell	BR576801000	Convictions	Patagonia, AZ	Failed to Supervise	ASA - \$500 CP
Leclerc, Jack	SA679140000 (Candidate)		Surprise, AZ	Convictions	CO - 2 yrs. PL/PM
Leonard, Patricia	SA562354000	Timber Creek Real Estate, LLC	Tucson, AZ	Violation of Rules and Regulations,	CO - \$2,000 CP, 30 day Suspension, 18 hrs. CE

DISCIPLINARY ACTIONS October to December 2018 ...CONTINUED

Name	License Number	Brokerage at time of violation	Location	Summary	Order
Michael Narducci	LC681048000	Turbohomes, LLC	Gilbert, AZ	Unlicensed Activity	ASA - \$1,000 CP
Boger, Jeffrey	SA680664000 (Candidate)		Tucson, AZ	Convictions	CO - 2 yrs. PL/PM
Thurston, Seth	SA681285000 (Candidate)		Phoenix, AZ	Convictions	CO - 2 yrs. PL/PM
Geiger, Stephanie	SA110773000	Plaza Del Rio Management Corp.	Phoenix, AZ	Convictions	ASA - \$1,500 CP
Loisi, Guy	SA681255000 (Candidate)		Fountain Hills, AZ	Convictions	CO - 2 yrs. PL/PM
Rios-Garcia, Maria	BR677290000 (Candidate)		Gilbert, AZ	Convictions	CFO - 2 yrs. PL
Maschmeier, Brooks	SA680271000 (Candidate)		Goodyear, AZ	Convictions	CO - 2 yrs. PL/PM
Welbaum, Crystal	SA680787000 (Candidate)		Phoenix, AZ	Convictions	CO - 2 yrs. PL/PM
Speaks, Devon	SA680245000 (Candidate)		Phoenix, AZ	Convictions	CO - 2 yrs. PL/PM
Cooke, Sean	SA627784000 (Candidate)		Gilbert, AZ	Convictions	CO - 2 yrs. PL/PM, Counseling, 12 hrs. CE
Gutierrez, Sandra	SA627990000	Homesmart, LLC	Glendale, AZ	Convictions	ASA - \$1,000 CP
Alston, Raymond	BR580220000	Cobb Realty, LLC	Tucson, AZ	Violation of Rules and Regulations, failed to review and initial 4 purchase contracts on 2 sell side and 2 listing side transactions within the statutorily required 10 days	ASA - \$500 CP, 6 hrs. CE
Lehrling, Terry	BR010714000	Terry Lehrling	Tucson, AZ	Violation of Rules and Regulations, failed to respond during a course of an audit, and failed to maintain transaction records	ASA - \$3,000 CP, 18 hrs. CE
Bressman, Billy			Fort Mohave, AZ	Violation of Rules and Regulations, failed to obtain a valid Public Report prior to offering subdivide lots sold.	ASA - \$1,000 CP
Mahan, Cheri	SA550641000	Tri State Realty, Inc.	Bullhead City, AZ	Violation of Rules and Regulations, assisted in the sale of subdivided lots, without a valid Public Report	ASA - 1,000 CP, 9 hrs. CE
Steffes, Nick C	BR678835000 Candidate)		Arnolds Park, IA	Convictions	CO - 2 yrs. PL/PM
Escalante, Kynn	BR115722000	Kynn Cardella Escalante	Tucson, AZ	Violation of Rules and Regulations, signage representing other than the licensed employing broker or DBA.	ASA - \$2,000 CP, 12 hrs. CE
Fendon, Cathrine	SA525465000		Mesa, AZ	Convictions	CO - License Reinstatement (Vacate Order of Summary Suspension, 2 yrs. PL/PM, 15 hrs. CE.
Reitz, Waren	SA682038000 (Candidate)		Scottsdale, AZ	Convictions	CO - 2 yrs. PL/PM
Fish, Justin	SA626946000 (Candidate)		Scottsdale, AZ	Convictions	CFO - Denied
Hogen, John R.	SA557277000		Chandler, AZ	Convictions	ASA - \$400 CP
Swanson, Gary	BR646521000		Lake Havasu, AZ	Violation of Rules and Regulations, failure to Remit	Cease and Desist
River Life Realty LLC	LC660852000		Lake Havasu, AZ	Violation of Rules and Regulations, failure to Remit	Cease and Desist
Lahoud, Alexander	SA680794000 (Candidate)		Phoenix, AZ	Convictions	CO - 2 yrs. PL/PM
Graif, Katie	SA665038000	Trust Realty Advisors, Inc.	Scottsdale, AZ	Unlicensed Activity by a Licensee	ASA - \$500 CP, 9 hrs. CE
Deville, Camilla	BR104609000	Forest Highlands Realty LLC	Flagstaff, AZ	Violation of rules and regulations	ASA - \$1,500 CP, 12 hrs. CE

DISCIPLINARY ACTIONS October to December 2018 ...CONTINUED

Name	License Number	Brokerage at time of violation	Location	Summary	Order
Alder, Rylie			Scottsdale, AZ	Unlicensed Activity by a Licensee	Cease and Desist
Campos, Robert	BR568199000	Roca Real Estate LLC	Tucson, AZ	Violation of rules and Regulations, failed to maintain proper employment records	ASA - \$2000 CP, 12 hrs. CE
Spanko, Corbin	BR520282000		Peoria, AZ	Violation of rules and Regulations,	Cease and Desist
Covenant Commercial Real Estate, LLC	LC633026000		Glendale, AZ	violation of rules and Regulations	Cease and Desist
Dodd, Donna	BR548139000		Morristown AZ	Violation of Rules and Regulations, failed to exercise proper supervision over company and employees	ASA - \$1,000 CP
Thornton, James	SA634613000		Mesa AZ	Convictions	CFO- Revoked
Pollock, Robert	BR516517000	Greer Land & Investments Properties Mgmt Corp.	Greer AZ	Violation of Rules and Regulations, failed to maintain employee records, and failed to maintain real estate for compensation through unlicensed entity	ASA - \$2500 CP, 12 hrs. CE
Woods, Brent	SA682019000 (Candidate)		Vail AZ	Convictions	CO - 2 yrs. PL/PM
Guill, Earnest	I16-01115		Mesa, AZ	Advertising	CO - \$2,000 CP, Advertising, Adherence
Renewal Education Corporation	P-0323		Mesa, AZ	Advertising	CO - \$2,000 CP, Advertising, Adherence
Cavan, Mark	SA513247000	Diamond King Real Estate, Inc.	Scottsdale, AZ	Convictions	CFO - Revoked
Kopprivica, Brittany	SA581801000	Diamond Resorts Inter nation Marketing, Inc.	Las Vegas NV	Conviction, failed to timely disclose	ASA - \$750, 6 hr. CE
Paulsen, Zachary	SA681575000 (Candidate)		Phoenix, AZ	Convictions	CO- 2 yrs. PL/PM
Flores, Jessica	SA680479000 (Candidate)		Laveen, AZ	Conviction	CO - 2 yrs. PL/PM
Polino, Salvado	SA675176000 (Candidate)		Yuma, AZ	Conviction	CO - 2 yrs. PL/PM
Garcia, Terecita	SA681317000 (Candidate)		Surprise AZ	Convictions	CO - 2 yrs. PL/PM
Collum, Taras	SA627673000 (Candidate)		Phoenix AZ	Convictions	CO - 2 yrs. PL/PM
Bowlding, Aishia	SA681739000 (Candidate)		Phoenix AZ	Convictions	CO - 2 yrs. PL/PM
Ross, James	BR022718000	Burns Realty, Inc.	Rio Rico AZ	Violations of Rules and Regulations, failed to maintain license display	ASA - \$1,500 CP, 12 hrs. CE
Campos, Robert			Phoenix AZ	Unlicensed Activity	Cease and Desist
Garcia, Anthony			Phoenix AZ	Late Disclosure of a conviction	Cease and Desist
Morris, Michael			Phoenix AZ	Unlicensed Activity	Cease and Desist
Moreno, Jesus			Phoenix AZ	Unlicensed Activity	Cease and Desist
Rodriguez, Carlos			Phoenix AZ	Unlicensed Activity	Cease and Desist
Schumer, William	SA679640000 (Candidate)		Mesa, AZ	Convictions	CO - 2 yrs. PL/PM
Dream Week Realty			Phoenix AZ	Unlicensed Activity	Cease and Desist
Prafada, Anne	SA679640000	Dean A Realty Company	Mesa AZ	Conviction	ASA - \$500 CP, 9 hrs. CE
Scherer, Paul			Mesa AZ	Unlicensed Activity	Cease and Desist
Lloyd, Tristan			Payson AZ	Unlicensed Activity	Cease and Desist
Arizona Vacation Getaway, LLC			Mesa AZ	Unlicensed Activity	Cease and Desist
Arizona Vacation Home Rentals, LLC			Mesa AZ	Unlicensed Activity	Cease and Desist
Toro, Perry	Dream2Realty Homes, LLC		Mesa AZ	Conviction	ASA - \$450 CP. 6 hrs. CE

DISCIPLINARY ACTIONS October to December 2018 ...CONTINUED

Name	License Number	Brokerage at time of violation	Location	Summary	Order
Elkins, David	SA680376000 (Candidate)		Apache Junction, AZ	Conviction	CO - 2 yrs. PM/PL
Fritz, Bradly	SA676540000 (Candidate)		Sedona, AZ	Convictions	CO - 2 yrs. PM/PL
Poisson, Renee	SA681263000 (Candidate)		Tucson, AZ	Convictions	CO - 2 yrs. PLM/PL
Ayala, Juan	SA674268000		Tempe, AZ	Conviction	ASA - \$1,000 CP, 6 hrs. CE
Ross, Robert	BR576764000	Homie LLC	South Jordan, UT	Advertising	ASA - \$1,000 CP, 9 hrs. CE
Nelson, Christian	SA680744000 (Candidate)		Tucson, AZ	Convictions	CO - 2 yrs. PM/PL
Badireddi, Ashalatha	BR585573000	Rapido Realty LLC	Peoria, AZ	Violation of rules and regulations (displayed the unregistered DBA of Rapido Realty instead of Rapido Realty LLC	ASA - \$2,000 CP, 9 hrs. CE
Sexton, Clarence	BR570475000	Sky glow Realty LLC	Yuma, AZ	Violation of rules and regulations (used three sales employees to review files for broker review and initial/date documents	ASA - \$2,000 CP, 9 hrs. CE
Luna, Erick	SA681727000 (Candidate)		Tucson, AZ	Conviction	CO - 2 yrs. PM/PL
Gawthorp, Lincoln	BR029288000	Gawthorpe & Associates, LLC	Fort Mohave, AZ	Violation of rules and regulations (placed Gawthorp & Associates Realty to the entrance at place of business, when licensed as Gawthorpe & Associates	ASA - \$1,000 CP, 12 hrs. CE
Ruiz, Rudolpho	SA656011000	Southern Arizona Brokerage, LLC	Tucson, AZ	Conviction	ASA - \$500 CP, 8 hrs. CE
Macias, Reuben	SA630644000		Phoenix, AZ	Convictions	CFO- Revoked
Ansell, Brandon	SA682112000 (Candidate)		Phoenix, AZ	Convictions	CO - 2 yrs. PM/PL
Willsey, Thomas	BR006685000	Professional Associates Realty	Tucson, AZ	Failed to maintain records	ASA - \$1,000 CP
Hoban, Georgie	BR570957000	Gateway Residential & land Sales Specialists	Golden Valley, AZ	Violation of rules and regulations (failed to date review of transaction documents, failed to disclose status as a licensee in a personal transaction and failed to maintain all required transaction documents.	ASA - \$1,000 CP, 9 hrs. CE
Cohan, Joseph	BR104965000	IRS/INTERNATIONAL REALTY SERVICES, INC.	Desert Hills, AZ	Violation and rules and regulations (conducted or promoted real estate activities using a name other than the name under which the brokerage is licensed.	ASA - \$1,000 CP, 12 hrs. CE
Johnson, Richard	SA681213000 (Candidate)			Convictions	CO -2 yrs. PL/PM
Hanson, Chris	BR042713000	Open House Realty, LLC	Glendale, AZ	Failure to Maintain Records	CO-\$2,000 CP, 12 hrs. CE
Open House Realty, LLC	BR042713000		Glendale, AZ	Failure to Maintain Records	

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Governor

JUDY LOWE
Commissioner