



# Oregon

Theodore R. Kulongoski, Governor

**Real Estate Agency**  
1177 Center Street NE  
Salem, OR 97301-2505  
Phone: (503) 378-4170  
Regulations Fax: (503) 373-7153  
Admin. Fax: (503) 378-2491  
Licensing Fax: (503) 378-3256  
[www.rea.state.or.us](http://www.rea.state.or.us)

**Notice of Agenda**  
**OREGON REAL ESTATE BOARD**  
**Regular Meeting Agenda**

**Monday, August 3, 2009**  
**Multnomah Athletic Club**  
**1849 S.W. Salmon Street**  
**Portland, OR 97207**

**NOTE:** *The board plans to meet from 10 a.m. until 1:30 p.m., including a “working lunch” period.*

**I. BOARD BUSINESS**

- A. Call to Order
- B. Roll Call
- C. Approval of the Agenda and Order of Business
- D. Approval of June 1, 2009, regular meeting minutes
- E. Date of the Next Meeting: October 5, 2009 The Best Western Hood River Inn, 1108 East Marina Way, Hood River, Oregon 97031

**II. PUBLIC COMMENT**

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 – Waiver request log.**

- A. Tracy Wang requests experience requirements waiver for a sole practitioner license (included in packet)

**IV. BOARD ADVICE/ACTION/Commissioner Bentley**

Board responsibility resulting from SB 640

- 3 hour class on new statutes/rules
- Approve CE providers not indentified

- Testing
- Principal Broker Exam

**V. COMMUNICATIONS – Administrative Actions Summary**

**VI. OREGON REAL ESTATE NEWS JOURNAL-Chair Kegler**

**VII. REPORTS**

A. Chair Kegler

B. Commissioner Gene Bentley

- Introduce New Education Division Manager
- Rule writing as result of new legislation
  - Open issues from last review
  - Rule review at October 5, 2009 board meeting
- Workgroups
  - Brokerage
  - Escrow
  - Continuing Education

C. Agency division reports/Deputy Commissioner Owens

1. Regulation Division – Selina Barnes
2. Licensing Division – Laurie Hall
3. Education Division – Stacey Harrison
4. Land Development Division – Laurie Skillman
5. Administration/Information Systems Division – Kate Nass

**VIII. ANNOUNCEMENTS – Next meeting: October 5, 2009 at The Best Western Hood River Inn, 1108 East Marina Way, Hood River, Oregon 97031**

**IX. ADJOURNMENT**

**Interpreter services or auxiliary aids for persons with disabilities are available upon advance request.**

**OREGON REAL ESTATE BOARD**  
**Experience Requirement Waiver Request Log**  
**2009**

DATE	NAME	TYPE OF LICENSE	APPROVED OR DENIED	FACTS AND BOARD DISCUSSION
2/2/09	Florom, Jinean	SP	Denied	<p><b>FACTS:</b> Active Property Manager since February 13, 2006; 88 credit hours Real Estate Certificate from Emily Griffith Opportunity School in Colorado in 1995.</p> <p><b>DISCUSSION:</b> Ms. Florom explained that she has been working as a property manager in La Grande, Oregon for three years. Chair Kegler asked Ms. Florom if she has had any involvement with the Real Estate Agency at any time and she responded that she was audited by the Real Estate Agency in November of 2007. Chair Kegler also asked Ms. Florom if she was currently involved with the Real Estate Agency and she responded that to her knowledge nothing was currently pending with the Real Estate Agency. Michael Graeper asked Ms. Florom to clarify the amount of time she is asking to be waived and how long has she been licensed. Ms. Florom responded that she applied for a property manager's license in 2005 and began practicing in 2006 and if she had any sales experience. Ms. Florom responded that she does not have sales experience, however, she does own a mobile notary service and eighteen years of experience working with contracts of sales of new homes. Commissioner Bentley explained that typically a sole practitioner is a person who has had a minimum of three years of experience as a licensed broker and asked Ms. Florom if she was requesting to have all three required years waived. Ms. Florom indicated that she was requesting to have all three years waived because she believes she has enough experience based on her involvement with refinancing loans activities which have been strictly from a notary perspective. Chair Kegler encouraged Ms. Florom to obtain a brokers' license, practice under a principal broker to gain some experience and possibly apply for another waiver request at a later date.</p>
2/2/09	Simmons, Paul	SP	Denied	<p><b>FACTS:</b> Inactive Broker effective 1/1/09; 20 years as VP Retail Development for WinCo Foods.</p> <p><b>DISCUSSION:</b> Mr. Simmons provided a brief history of his background, which included twenty years of experience in the retail real estate development industry. Bob LeFerber recused himself from voting on Mr. Simmons waiver request due to conflict of interest. Chair Kegler asked Mr. Simmons to explain what direction he would take if the waiver request was to be allowed. Mr. Simmons responded that he is interested strictly in commercial real estate activity. Byron Hendricks asked Mr. Simmons to explain why he chose not to obtain a brokers' license prior to submitting his waiver request and Mr. Simmons indicated that he did not want to go through the process when his ultimate goal is to become a sole practitioner. Marianne Wood stated that Mr. Simmons' references were impeccable and she did not doubt his qualifications, however, she indicated her concern was setting precedent with waiving the entire three year requirement. Byron Hendricks encouraged Mr. Simmons to submit another waiver request after one year.</p>
6/1/09	Davidson, Lawrence	SP	Approved	<p><b>FACTS:</b> Lawyer for 30 years in good standing with the Oregon State Bar and has handled multiple real estate related issues; business owner for 15 years.</p> <p><b>DISCUSSION:</b> Chair Kegler invited Mr. Davidson to explain the basis for his request and he responded by providing a brief history of his background and qualifications. Chair Kegler asked Mr. Davidson to clarify his reason for his request to become a sole practitioner and he responded that the main reason being does not want to be employed by someone else and wishes to represent buyers and sellers in transactions, earn commissions, and have listings.</p>
6/1/09	Rossi, Tressa	PB	Denied	<p><b>FACTS:</b> Active Property Manager since August 28, 1990; Associates Degree with a major in real</p>

**AGENDA ITEM NO.**  
**III.**

				estate; owner of Fox Management Inc since March 2002. <b>DISCUSSION:</b> Chair Kegler invited Ms. Rossi to explain the basis of her waiver request and she responded that she was a licensed salesperson in 1991, has had many years experience as a licensed property manager and also in escrow and mortgage related activity. Ms. Rossi also explained her business is expanding and she wants to eventually employ brokers. Ms. Rossi stated that her immediate plans are to become a principal broker and handle the sales end of her business and bring someone else in to handle the property management.
8/3/09	Wang, Tracy	SP		<b>FACTS:</b> Has worked part-time as a bookkeeper since 2004 for a "husband and wife realtor team."

**AGENDA ITEM NO.  
III. A.**

**Oregon Real Estate Board  
Experience Requirement Waiver Request  
Agency Synopsis**

**For consideration at Board meeting on August 3, 2009**

<b>Applicant:</b>	TRACY WANG License (or Permanent ID) # 200804096
<b>Requesting:</b>	<input type="checkbox"/> Principal Broker <input checked="" type="checkbox"/> Sole Practitioner
<b>Current License Status:</b>	None
<b>Active Licensed Time:</b>	N/A
<b>Education Completed:</b>	<input checked="" type="checkbox"/> 150 hours pre-licensing <input type="checkbox"/> BASS course (not required for sole practitioner)
<b>Examination Completed:</b>	<input checked="" type="checkbox"/> Broker state & national exams
<b>Previous Request/Appearance:</b>	None
<b>Any disciplinary action taken by Agency:</b>	None

G:\common:Real Estate Board:waiver request synopsis form



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## State of Oregon Real Estate Agency

### REAL ESTATE BOARD

**Regular Meeting Minutes  
June 1, 2009**

- MEMBERS PRESENT:** Art Kegler, Chair  
Warren (Lee) Dunn, Vice Chair  
Michael Graeper  
Byron Hendricks  
Chris Hermanski  
Robert LeFeber  
Kim Medford  
George Slape  
Marianne Wood
- STAFF PRESENT:** Gene Bentley, Commissioner  
Dean Owens, Deputy Commissioner  
Selina Barnes, Regulations Division Manager  
Laurie Hall, Licensing Division Manager  
Mesheal Heyman, Education Division Manager  
Laurie Skillman, Land Development Manager  
Kate Nass, Administrative Services Division Manager  
Leandra Cooley, Board Liaison
- GUESTS PRESENT:** Lois Ebel, Valley Realty  
Susan McMurdo, Valley Realty  
Marlena Bechtel, Valley Realty  
Anita Faber, Valley Realty  
Ed Hegehe, Valley Realty  
Karen Brock, Nelson Real Estate  
Marty Lien, ERA Driggers  
Bill Gast, Sunfire Real Estate LLC  
Howard Britton, Howard Britton Realty  
Myra Skidger, Homestead Realty

**Marc Slater, Uriarte Realty**  
**Gary Haefer, Century 21 Eagle Cap Realty**  
**Anna Goodman, Century 21 Eagle Cap Realty**  
**John Howard, John Howard and Associates**  
**Greg Sackos, Intermountain Realty**  
**Joyce Beach, Oregon Association of Realtors**  
**Bob Ullan, R/E Max Real Estate Team**  
**Dave Driggers, ERA Driggers**  
**Betty Driggers, ERA Driggers**  
**Lyle Logan**  
**Tressa Rossi, Fox Management**  
**Candace Bowman, John J. Howard and Associates**  
**John Bruck, REMAX Real Estate Team**  
**Karla Smith, Nelson Real Estate**  
**Mary Jo Grove, Nelson Real Estate**  
**Sharon Rudin, Nelson Real Estate**  
**Brian Olsen, Baker City Real Estate**

**WELCOME TO GEORGE SLAPE.**

**I. BOARD BUSINESS**

- A. Call to Order.** Chair Kegler called the meeting to order.
- B. Roll Call.** The board liaison conducted roll and each board member gave a brief history of their background.
- C. Approval of the Agenda and Order of Business.** The Agenda and Order of Business was approved.
- D. Approval of the April 6, 2009, regular meeting minutes.** The April 6, 2009, regular meeting minutes were approved with corrections made to the members present portion to reflect that Kimberly Medford appeared by phone and Chris Hermanski was present.
- E. Date of Next Meeting. August 3, 2009 in Portland, Oregon at the Multnomah Athletic Club.**

**II. PUBLIC COMMENT.** None.

**III. REQUESTS FOR WAIVER.** Waiver request log.

- A. Lawrence Davidson requests experience requirements waiver for a sole practitioner license (included in packet).** Chair Kegler invited Mr. Davidson to explain the basis for his request and he responded by providing a brief history of his background and qualifications. Chair Kegler asked Mr. Davidson to clarify his reason for his request to become a sole practitioner and he responded that the main reason being does not want to be employed by someone else and wishes to represent buyers and sellers in transactions, earn commissions, and have listings.

**MOTION TO APPROVE WAIVER REQUEST BY BYRON HENDRICKS.MOTION CARRIED BY UNANIMOUS VOTE.**

- B. Tressa Rossi requests experience requirements waiver for a principal broker license (included in packet.)** Chair Kegler invited Ms. Rossi to explain the basis of her waiver request and she responded that she was a licensed salesperson in 1991, has had many years experience as a licensed property manager and also in escrow and mortgage related activity. Ms. Rossi also explained her business is expanding and she wants to eventually employ brokers. Ms. Rossi stated that her immediate plans are to become a principal broker and handle the sales end of her business and bring someone else in to handle the property management.

**MOTION TO DENY WAIVER REQUEST BY MICHAEL GRAEPER.  
MOTION CARRIED BY UNANIMOUS VOTE.**

**IV. BOARD ADVICE/ACTION**

**A. Potential reciprocal agreements from other states-Commissioner Bentley.**

Commissioner Bentley provided an update of the current status of reciprocal agreements in place. He indicated that Montana, Wyoming and Idaho have all withdrawn their reciprocal license agreements with Oregon.

- V. COMMUNICATIONS-Administrative Actions Summary.** Chair Kegler encouraged brokers to be timely in renewing their licenses to avoid sanctions being imposed. Commissioner Bentley clarified that the Agency only imposes sanctions on someone who engages in unlicensed activity within the

- VI. OREGON REAL ESTATE NEWS JOURNAL-Chair Kegler.** Chair Kegler stated that board members will be submitting articles for each issue of the OREN-J. Michael Graeper suggested that photos of board members be displayed with each article. Commissioner Bentley stated that the Agency's ultimate goal is to distribute the OREN-J electronically in order to reduce costs involved in regular mailing.

Commissioner Bentley recognized Marcos Santos, Lyle Logan and Joseph Dent as long time licensed brokers.

**VII. REPORTS**

**A. Chair Kegler.** None.

**B. Commissioner Gene Bentley**

- 1. Legislative Update.** Commissioner Bentley summarized the 2009-2011 legislative session process. He explained that the legislature establishes statutory authority which permits the Agency to develop rules and he gave a status report on the following bills:

**a. SB 140**

- This bill clarifies that a real estate broker can not establish a branch office or a registered business name.
- Escrow must be placed in a licensed escrow depository in the State of Oregon

- Eliminates the requirement to publish the names and addresses of those who have been refused a license or disciplined
- Gives the Agency the authority to issue limited license
- Allows agency to impose civil penalties against property managers for failure to produce client trust account records

**b. SB141**

- Requires escrow licensing by rule
- Requires new escrow agents to provide finger print information and when a change in ownership occurs
- Gives the Agency authority to reprimand and/or sanction escrow agents engaged in untrustworthy acts outside of the scope of their licensed escrow activity
- Gives the Agency authority to suspend and/or revoke escrow agents license for failure to maintain a bond

**c. SB 640.**

- This bill will go into effect January 1, 2011
- Require all applicants to have a high school diploma or a GED
- Require principal broker applicants to pass a state administered test
- State will oversee continuing education requirements for escrow agents, property managers, sole practitioners, and principal brokers
- Establish the criteria for a provider/school and instructors
- The Agency work groups will develop a transition process for licensees who are renewing their license on January 1, 2011 to allow credit for continuing education completed prior to January 1, 2011.

**d. HB 2910.**

- Eliminates a licensed personal assistant and will become effective on January 1, 2010 if it passes
- Eliminates the requirement that a principal broker must supervise

2. **Education Work Groups.** Commissioner Bentley stated explained that the Agency will be forming a work group that will be developing rules regarding continuing education. He also indicated that the work group will consist of twelve to fifteen people from the education industry.
3. **Sole Practitioner/Principal Broker.** Mr. Bentley stated that the elimination of the sole practitioner license will go into effect on January 1, 2010.
4. **Education Division Manager.** Mr. Bentley indicated that Agency intends on expanding the Education Division to a staff of four, including a new Education Division Manager.
5. **ARELLO Mid Year Conference report.** Commissioner Bentley explained that he attended the ARELLO Mid Year Conference in Asheville, North Carolina at which time the Nation of Dubai was admitted

as a new member to ARELLO. He also stated that the Agency will be sending investigators on staff to the Investigator Workshop that ARELLO offers.

**C. Agency Division reports/Deputy Commissioner Dean Owens (reports included in packet)**

- 1. Regulation Division-Selina Barnes.** Ms. Barnes reported that the Division is in the process of reviewing escrow annual reports. The reports are due by March 31<sup>st</sup> of each year to provide the Division with information regarding trust funds received, distributed, or disbursed within a year period. Michael Graeper asked Ms. Barnes to clarify the number of complaints received shown on the report. Ms Barnes responded that the number listed is based on the number of complaints that go directly into an investigation.
- 2. Licensing Division-Laurie Hall.** Ms. Hall reported that the number of licensed brokers has remained steady and the number of property managers is slowly increasing. She also stated that the online renewal remains at 40% and the anticipated new software will allow the Agency to improve the online renewal process as well as add additional functions.
- 3. Education Division-Mesheal Heyman.** Ms. Heyman spoke on the highlights of the division report. She reported that there is a 40% decrease in the amount of applicants for exams being administered by PSI, which is a 25% decrease from 2008 and 2009. She also stated that the client trust account audits were suspended during the first quarter of 2009 due to reconfiguration of the division and it has been resumed.
- 4. Land Development Division-Laurie Skillman.** Ms. Skillman reported that filings are tracking with statistics found in 2005. She also indicated timeshare filings have increased and majority of them are from out of state.
- 5. Administration/Information Systems-Kate Nass.** Ms. Nass summarized the statistical information provided in her report regarding the Agency budget. The Agency is working with consultants on the business plan regarding the new licensing system to be purchased.

**VIII. ADJOURNMENT**

Respectfully submitted:

GENE BENTLEY  
COMMISSIONER

Respectfully submitted:

ART KEGLER  
BOARD CHAIR

**ADMINISTRATIVE ACTIONS**  
May 20, 2009 thru July 22, 2009**REVOCATIONS**

Croese, Pennie P. (Grants Pass) Broker #199910047

Default order dated June 17, 2009, effective July 1, 2009. Croese failed to notify OREA of her CTAs; Croese failed to maintain an owner ledger with a running balance; Croese allowed an owner ledger to become overdrawn 48 times; Croese issued a check for management fees when the owner ledger was overdrawn; Croese failed to provide receipts for purchases made for managed property; Croese charged an owner twice for the purchase of paint; Croese told the owner that new windows would be installed by the tenant and that she would adjust the rent accordingly, but then adjusted the rent without the windows being installed; Croese failed to produce records requested by OREA; and Croese moved her place of business and did not notify OREA of such a change.

Edelman, Lissa Ann (Medford) Property Manager #200503260

Default order dated July 6, 2009, effective July 6, 2009. Edelman failed to produce records required to be kept when requested by OREA; Edelman failed to preserve and file monthly reconciliations of her CTA; Edelman failed to back up any data stored in her computerized system at least once a month; Edelman failed to perform 3-way reconciliations of her CTAs; Edelman failed to maintain a hard copy of required property management records; Edelman failed to maintain her original bank statements; Edelman deposited rents received into a general business account rather than a CTA; Edelman did not transfer security deposits paid by tenants to the owners upon termination of the property management agreements; Edelman failed to deliver security deposits collected to a new property manager; Edelman failed to prepare and provide written receipts for all cash received by a tenant; Edelman gave an owner a check that she knew or should have known would be returned for insufficient funds; Edelman failed to submit an address change to OREA when she moved her place of business; and Edelman failed to transfer rents received, security deposits, maintenance deposits or pet deposits to the owner or new property manager.

Violations: ORS 696.241(1), 696.301(12)(14); OAR 863-015-0062(1); 025-0025(19a,b)(20b), 025-0030(1d), 025-035(1)(2)(2a)(5), 025-0060(1)

Mitchel, Joyce M. (Lake Oswego) Broker #921100029

Default order dated July 14, 2009, effective July 14, 2009. Mitchel took a personal loan from her seller and did not repay the loan as agreed; Mitchel advised her seller regarding the value of her home, by offering to sell her client's property, and by connecting her client with a potential buyer, she conducted professional real estate activity while her license was inactive.

Violations: ORS 696.301(14), 696.020

**SUSPENSIONS**

Duggins, Jennifer Ann (Sandy) Broker #200507161

Default order dated July 16, 2009 suspending Duggins' license until she reimburses OREA for the NSF check she submitted for her renewal.

Malloy, Jodi Mahaney (Sisters) Broker #200702412

Default Order dated July 14, 2009 suspending Malloy's license until she reimburses OREA for the NSF check she submitted for her renewal.

**REPRIMANDS**

Brinkman, Cindy Ann (Grants Pass) Broker #200502061

Stipulated order dated May 27, 2009. Brinkman failed to include a contingency for a final approval of a lot division; Brinkman failed to advise the buyers that the final approval for the land division had not been completed.

Violations: OAR 863-015-0135(5), ORS 696.810(3)(a)

Kramer, Stephanie L. (Bend) Property Manager #200401113

Stipulated order dated July 6, 2009. Kramer operated under the name Austin Property Management prior to registering the business name with OREA; Kramer used a bank account to deposit rents and security deposits that was not a CTA and that allowed property owners to be signers; and Kramer deposited security deposits of \$12,485 into an account that had been set up by the property owners rather than a security deposit CTA.

Violations: OAR 863-015-0095(1), 025-0025(1), 025-0030(1)

Loyd, Donald E. (Powell Butte) Broker #940100050

Stipulated order dated June 22, 2009. Loyd failed to identify himself as an Oregon real estate licensee in an assignment of contract; Loyd failed to give the buyer a copy of the underlying sale agreement; Loyd failed to advise the buyer what the terms and conditions were of the underlying sale agreement; and Loyd failed to obtain acknowledgement that Loyd was representing buyer.

Violations: ORS 696.845, OAR 863-015-0135(4)(5), 015-0145(1)

Pearson, Noelle L. (Hillsboro) Broker #200006139

Stipulated order dated July 7, 2009. Pearson gave a key to buyers which allowed buyers access to the property prior to transaction close without authorization.

Violation: ORS 696.810(3)(a)

Summers, Janet (Grants Pass) Broker #870200118

Stipulated order dated June 10, 2009. Summers advertised on MLS that the subject property had been approved by the county to be divided when there was no county approval; Summers failed to assure that a contingency regarding the property division was included as part of the sale agreement.

Violations: ORS 696.301(4), OAR 863-015-0135(5)

Worth, Patricia A. (Coos Bay) Broker #200007126

Stipulated order dated May 21, 2009. Worth misrepresented the square footage of a manufactured home and shop; and Worth misrepresented that the shop could be used as a second residence.

Violations: ORS 696.301(1)

Zimmerman, Daniel R. (Newberg) Broker #780301886

Stipulated order dated June 4, 2009. Zimmerman failed to file notice of and authorize examination of all CTAs under his management; Zimmerman managed property for one owner under a property management agreement that did not contain identifying codes for the multiple properties; Zimmerman disregarded the minimum balance requirement and subsequent notification of and resolution by the owner and failed to amend the property management agreement; Zimmerman failed to post the property ledger with an accurate date for the transfer of the security deposit funds; Zimmerman did not transfer the security deposit received as part of a larger check to the CTA-SD account within the three banking days; and Zimmerman failed to ensure positive ending daily balances in all owner ledgers at all times.

Violations: ORS 696.241(2)(3), OAR 863-025-0020(4), 025-0025(11), 025-0030(2), 025-0040(3),

## **CIVIL PENALTIES**

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

None

**REAL ESTATE BOARD  
REGULATION DIVISION REPORT  
August 1, 2009**

Manager: Selina Barnes

Compliance Manager: Kris Ebelmesser

Administrative Specialist: Denise Lewis

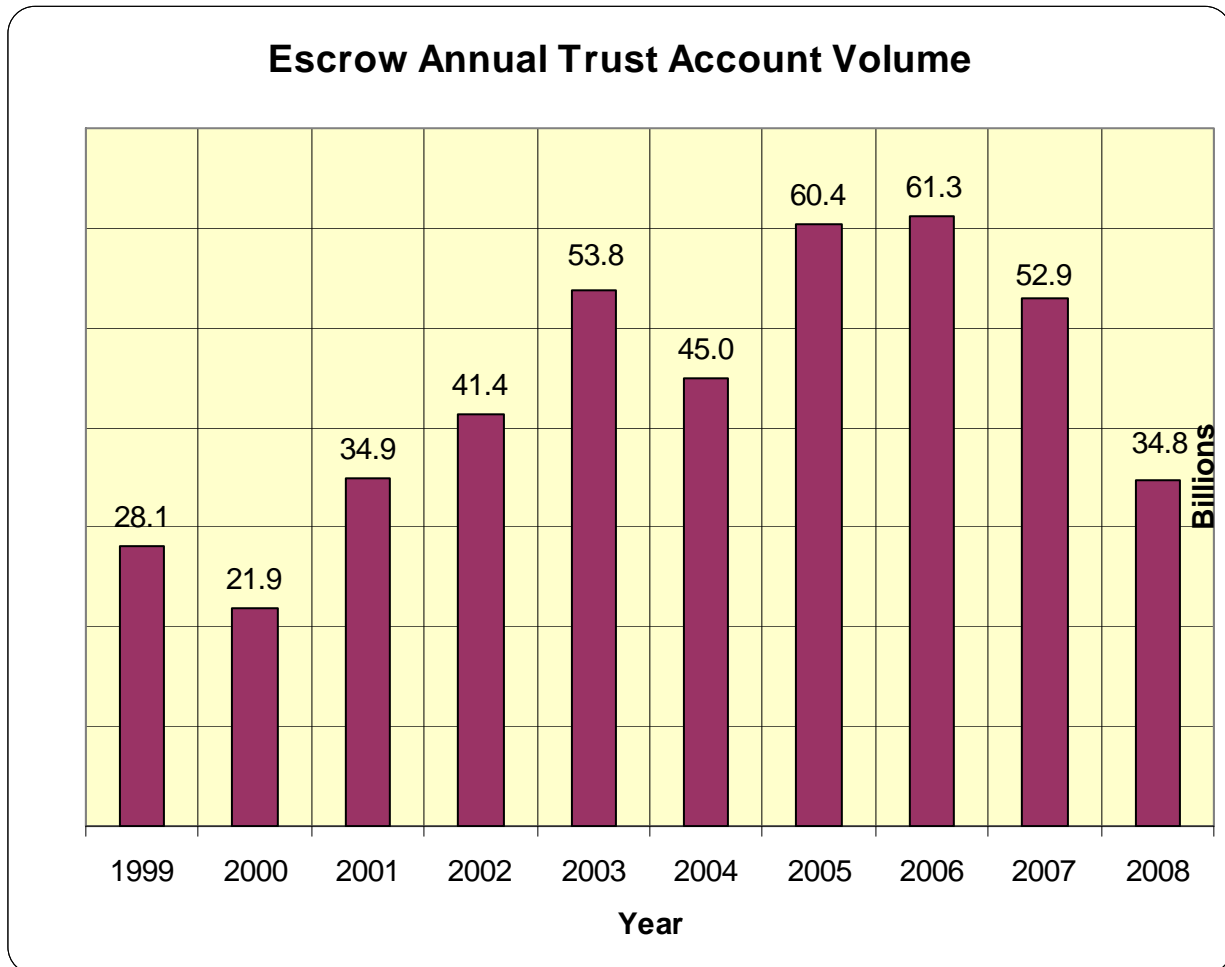
Financial Investigators: Donald Barrett, Gae Lynne Cooper, Aaron Grimes, Ralph Harding,  
Deanna Hewitt, Shari Ohmer, Judith Parker, Rob Pierce, Aimee Wiley

Section Overview

This division receives complaints and determines validity and assignment for investigation. Investigators gather facts, complete report and submit to Manager for review. The Manager determines whether the evidence supports charging a person with a violation of Agency statutes or administrative rules.

Escrow Agent Financial Statement Review

The review of the annual reports submitted by escrow agent licensees is nearly completed. The graph below indicates the trust account activity reported by the escrow agents in Oregon for the years 1999 – 2008.



### ARELLO Investigator Training and Certification

The Association of Real Estate License Law Officials (ARELLO) provides a training and certification program specifically designed for investigators/auditors involved in real estate regulation. This program consists of the following components:

1. ARELLO Investigator Training Manual – Basic Course of Study (Basic Course Manual)

An introductory course on real estate investigations and audits designed to be taken as a self-study under the supervision and review of the Regulations Manager. The course covers the following topics:

- Law and Practice
- Professional Responsibility
- Complaint Processing
- Report Writing
- The Legal Process
- Trust Account Examinations
- Local Jurisdiction
- Investigative Techniques

2. ARELLO Advanced Investigator Workshop

An advanced, multi-day training program which is updated yearly to provide training on current issues, as well as advanced training in practical skills such as: interviewing, investigation techniques, report writing, and auditing. By attending the workshop, investigators are able to network with their peers from other jurisdictions to further expand their knowledge and professional skills.

3. ARELLO Certified Real Estate Investigator (CREI)

Investigators can earn the CREI designation in recognition of their experience and expertise related to real estate investigations and audits. In order to earn the CREI designation, candidates must:

1. Accumulate at least one year of experience as a real estate investigator.
2. Demonstrate completion of at least 50 real estate investigations.
3. Complete the ARELLO Basic Course Manual.
4. Attend an ARELLO Advanced Investigator Workshop.
5. Prepare a case, with full documentation, for review.

Both Ralph Harding and Deanna Hewitt have completed all of the requirements to obtain the CREI designation. The documentation is being prepared to submit to ARELLO with the request for the CREI designation to be granted.

Gae Lynne Cooper, Aaron Grimes, and Rob Pierce will be attending the ARELLO Advanced Investigator Workshop scheduled for September 1-4, 2009, in Little Rock, Arkansas. We expect to have Donn Barrett, Shari Ohmer, Judi Parker, and Aimee Wiley attend the Advanced Investigator Workshop in 2010. After attending the workshop, the requests to obtain the CREI designation will be prepared.

**REAL ESTATE BOARD  
LICENSING DIVISION REPORT  
August 3, 2009**

Manager: Laurie Hall

Section Overview

The Licensing Division has five staff members who are responsible for public and licensee information services, real estate, property management and escrow licensing transactions and the registration of real estate business names. The staff is also responsible for reception.

There are approximately 28,000 individuals and facilities throughout the state of Oregon that are licensed and registered with the Agency. This generates an average of 2,700 transactions and 2,800 phone calls each month that are received and must be processed by the Licensing Division. Normal processing time (receiving money, input into database and mailing out license) for most transactions is two weeks.

Workload and Activity Indicators

Licensed Individuals	SEP 2008	OCT	NOV	DEC	JAN 2009	FEB	MAR	APR	MAY	JUN
<b>ALL BROKERS</b>	<b>23,036</b>	<b>23,112</b>	<b>22,970</b>	<b>22,844</b>	<b>22,746</b>	<b>22,591</b>	<b>22,513</b>	<b>22,374</b>	<b>22,299</b>	<b>22,147</b>
Active	19,745	19,766	19,574	19,287	18,960	18,726	18,704	18,633	18,571	18,492
Inactive	3,291	3,346	3,396	3,557	3,786	3,865	3,809	3,741	3,728	3,655
<b>ALL PROPERTY MGRS</b>	<b>693</b>	<b>700</b>	<b>702</b>	<b>707</b>	<b>710</b>	<b>716</b>	<b>724</b>	<b>724</b>	<b>727</b>	<b>733</b>
Active	612	619	622	628	631	635	640	638	640	646
Inactive	81	81	80	79	79	81	84	86	87	87

Online renewals were at 41% in May and 42% in June.

Program Changes, Future Projects, Streamlining

Maddy Butler was hired into the vacant Public Service Representative 4 position and started with the Agency on June 1. She brings excellent customer service skills to the division in addition to a background in licensing. We are thrilled to have her join us!

Faxed transactions: We are slowly moving forward with accepting a few more transactions by fax, although we are having a fair number of occasions where people fax **and** mail in the same transaction and end up being charged twice.

Forms we are now accept by fax: Transfer License, Change License Category, Exam Application, Certified License History Order Form, Inactivate Form and Temporary Broker Authorization.

**REAL ESTATE BOARD  
EDUCATION DIVISION REPORT  
August 3, 2009**

Manager: Stacey Harrison  
Program Analyst: Mesheal Heyman  
Compliance Specialist: Danette Rozell

Division Overview

This division carries out the Agency's mission by providing for the advancement of education and research in connection with the educational requirements for the securing of licenses for real estate licensees. The division does this by approving pre-license and post-license courses, developing informational publications and websites, providing customer services via phone and electronic mail, and conducting compliance reviews and mail-in audits.

Workload and Activity Indicators

<b>Exams Administered</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>
ALL LICENSING EXAMS Total	131	111	140	126	98	113
Broker	113	95	121	107	89	106
Property Manager	18	16	19	19	9	7

Exam year-to date-totals for June 2009 showed a 42% decrease from the number of exams administered for same period in 2008.

<b>Public Inquires</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>
Phone	537	549	468	526	306	460
E-Mails	99	103	125	82	100	86
Walk-Ins	1	2	1	2	1	2
<b>TOTAL</b>	<b>637</b>	<b>654</b>	<b>594</b>	<b>610</b>	<b>407</b>	<b>548</b>

**CTA Mail-in Audits**

The division sent out 100 clients' trust account mail-in audits on July 7, 2009. Responses are due August 25, 2009.

Program Changes, Future Projects, Streamlining

The division is responsible for the implementation SB 640 and is conducting research and drafting administrative rule concepts for work groups.

Another major focus of the division is to complete the compliance review plan for brokers and property managers. Analysis from the public inquiry database will help guide the development of the project, which should be completed this fall.

The last printed version of the *Oregon Real Estate Manual*, now known as *The Real Estate Reference Book*, was distributed in July 2009. The *Real Estate Reference Book* is now available online, which will allow the Agency to quickly update content and provide links to documents and websites at no cost to our licensees.

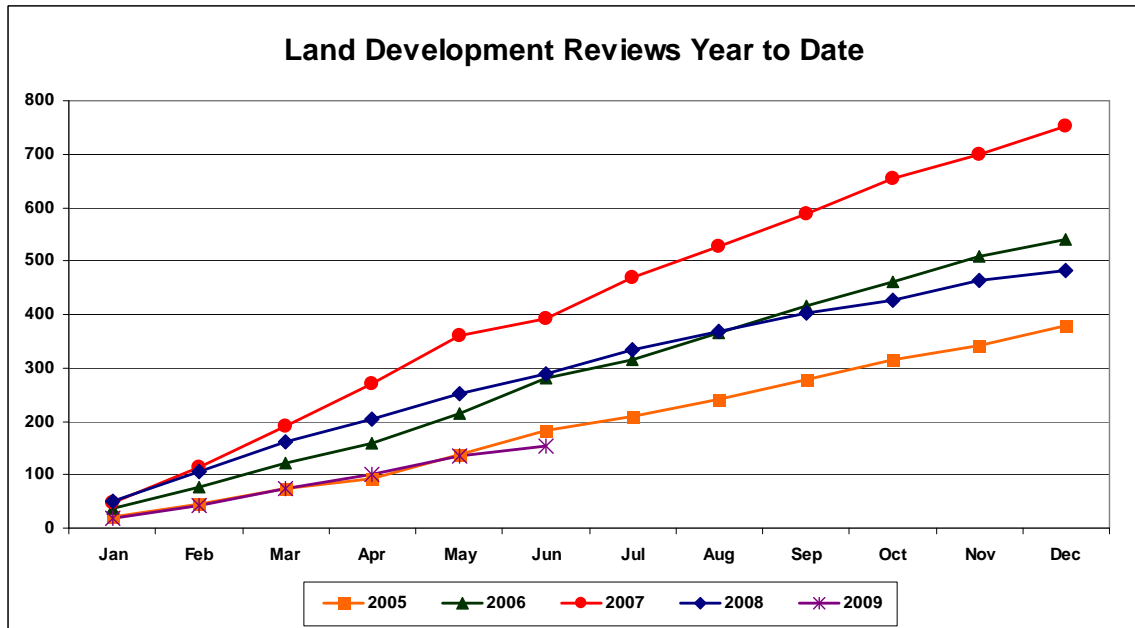
**REAL ESTATE BOARD  
LAND DEVELOPMENT DIVISION REPORT  
August 3, 2009**

Manager: Laurie Skillman  
Administrative Specialist: Vacant

Section Overview

This Division reviews land development filings, including condominiums.

Workload and Activity Indicators



The monthly statistics for the first six months of 2009 roughly track the number of filings for 2005. The decrease in filings is due in large part to housing markets and the difficulty of obtaining financing for project development and for long-term financing of residential condominiums. Chapter 641, Oregon laws 2009 (SB 963) amended a number of provisions in the Condominium Act (ORS Chapter 100) and in the statutes relating to planned communities and homeowner associations (ORS 94.550 to 94.783).

Program Changes, Future Projects, Streamlining

The division is in the process of recruiting for the land development assistant position. The division will need to completely revise our condominium filing forms based on the changes in SB 963. Filings recorded on or after January 1, 2009 will need to comply with these statutes. Therefore, the division will work toward completing revisions in early fall. We also continue to work with the Administration Division on our system requirements for a land development database.

**REAL ESTATE BOARD  
ADMINISTRATIVE SERVICES DIVISION REPORT  
August 3, 2009**

Manager: Kate Nass

Administrative Specialists: Leandra Cooley and Linda MacPherson

Information Systems Specialist: Greg DeMaderios and LeRoy Helton

Public Service Representative: Rae McFarland (part-time)

Student Workers: Katie Archumbault (part-time)

Vacancy: Public Service Rep (Land Development Specialist)

Section Overview

The Administrative Services Section acts as support to the agency. This section manages budget/allotment preparation, accounting, information technology, purchasing and contracting, inventory control, facilities, payroll and personnel contacts, and special projects.

2007-09 Budget Update

- End of biennium was June 30, 2009, currently working on end of biennium reporting and balancing.
  - Limitation remaining of approximately \$1,140,000 at end of biennium, some invoices from 2007-2009 are still filtering in.
  - The biennium is open until December 2009 to shore up any adjustments or outstanding invoices.
- Cash Flow: The agency projected approximately \$285,000 more in expenditures than received revenue.

See budget spreadsheets for more information.

2009-11 Budget Update

The Agency is preparing and estimating for new biennial expenditures. Projects budgeted for in 2009-11:

- New online licensing database
- Information Systems software and hardware updates and maintenance
- Implementing SharePoint – sophisticated intranet to introduce more online options for internal use
- Updating exchange to allow for mobile access

See budget spreadsheet for more detailed information regarding Budget Notes and recommended actions to the Key Performance Measures.

Program Changes/Updates

- Tek Associates, consultant for business case and requirements for a new online licensing database, has completed the as-is business processes documentation and is analyzing data from market research on other states online licensing systems.
- A survey has been posted on the agency to gather data from licensees regarding online services to be offered with the new licensing system. This will help the agency decide what services to implement with the new system.
- Kathie Forstrom, who retired in January 2009, returned as a temp employee to assist with the Land Development Specialist vacancy. Interviews scheduled for July 31<sup>st</sup>.

Real Estate Agency  
2007-2009 Budget - Biennium to Date  
Through June 2009

	05-07 Actual Expenditures	Legislative Approved Budget	Total Limitation w/ June E-Board	Expected Total Expenditures for Biennium (as of April 2009)	Expected Total Expenditures for Biennium (current)	Expected Remaining Limitation at end of Biennium	Notes
<b>Total Personal Services</b>	<b>4,380,433</b>	<b>4,877,514</b>	<b>5,146,221</b>	<b>4,814,076</b>	<b>4,813,598</b>	<b>332,623</b>	
<b>Services &amp; Supplies and Capital Outlay Detail:</b>							
Travel	82,333	98,613	98,613	95,924	94,556	4,057	Includes both in-state & out of state travel
Program Related Office Expenses	350,592	428,687	428,687	315,700	307,882	120,805	Includes employee training & recruitment, office expenses, postage, office furniture, private collection company fees & VISA and Mastercard processing fees.
Publicity & Publications	129,331	160,502	160,502	136,589	125,803	34,699	Includes OJEN and licensing forms & packets, no longer printing Q & A books, discontinued sale & printing of "Plus Manuals"
Telecom/Tech Services & Support	92,319	72,000	72,000	96,293	95,921	(23,921)	
Data Processing	17,715	70,400	87,328	4,873	4,783	62,545	Server support & data processing (ie customer service survey processing and email subscription services).
IT Professional Services	52,484	136,000	136,000	87,831	84,440	51,560	Includes database contracts and maintenance agreements (including System Automation maint. agmt).
IT Expendable Property	48,967	63,991	63,991	60,561	72,233	(8,242)	Includes all IT related equipment - computers, printers, monitors etc. that cost less than \$5,000.
Capital Outlay - Telecom & IT Equipment	8,357	0	0	24,734	24,734	(24,734)	New IT security appliances for SB 583 requirements and new switch for telephone system upgrade.
State Govt Service Charge	186,031	195,628	195,628	200,502	196,715	(1,087)	Includes DAS Assessments, Treasury charges, State Library service charges, etc...
Attorney General Legal Fees	155,528	192,447	192,447	155,443	153,481	38,966	AG Legal Services decreased over 07-09 from 05-07
Facilities Rent, Taxes & Maintenance	376,414	375,004	375,004	379,471	379,471	(4,467)	Includes temporary storage units and parking space rent for visitor and Agency's State cars.
OSP Criminal Background Checks			389,339		167,807	220,532	Decrease in Background Checks approximately 57% from 05-07, budgeted for 5% increase resulting in remaining limitation.
Hearings Officers, EAP & Legis. Counsel			101,565		44,726	56,839	Includes professional contracts for rule review work groups, independent consultant for online licensing system review and other professional services.
Professional Service Contracts			107,540		90,406	17,134	
Total Professional Services	570,515	597,444	597,444	378,333	302,940	294,504	
Agency Program Related S&S	461,893	511,385	511,385	247,808	250,251	261,134	Decrease in Exams approximately 48% from 05-07, budgeted for 10% increase resulting in remaining limitation.
<b>Total Services &amp; Supplies and Capital Outlay</b>	<b>2,532,478</b>	<b>2,902,101</b>	<b>2,899,029</b>	<b>2,184,062</b>	<b>2,093,209</b>	<b>805,820</b>	
<b>Totals</b>	<b>6,912,911</b>	<b>7,779,615</b>	<b>8,045,250</b>	<b>6,998,138</b>	<b>6,906,807</b>	<b>1,138,443</b>	

Real Estate Agency  
2007-2009 Budget - Biennium to Date  
Cash Flow Projections

	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Totals
Fiscal Months 2007-08													
Beginning Monthly Balance	4,648,151	4,743,803	4,744,021	4,724,481	4,706,986	4,664,822	4,637,658	4,667,974	4,663,681	4,663,292	4,678,955	4,698,307	
REVENUE	357,956	329,665	291,462	346,088	288,309	264,432	335,178	283,746	276,213	301,977	302,676	350,740	3,728,462
TRANSFER IN													
TRANSFER OUT													
PERSONAL SERVICES	199,587	207,747	208,702	213,713	223,514	208,141	195,068	192,836	200,583	208,358	187,517	196,053	2,441,818
SERVICES AND SUPPLIES	62,717	121,700	102,319	149,870	106,960	76,372	103,019	90,204	81,019	65,079	95,807	152,046	1,209,114
ADDITIONAL EXPENDITURES													
CAPITAL OUTLAY						5,083	6,774			12,877			24,734
Total Expenditures	262,304	329,447	311,021	363,583	330,474	291,596	304,861	283,040	281,602	286,314	283,324	348,099	3,675,665
Monthly Fund Balance	4,743,803	4,744,021	4,724,481	4,706,986	4,684,822	4,637,658	4,667,974	4,668,681	4,663,292	4,678,955	4,698,307	4,700,948	

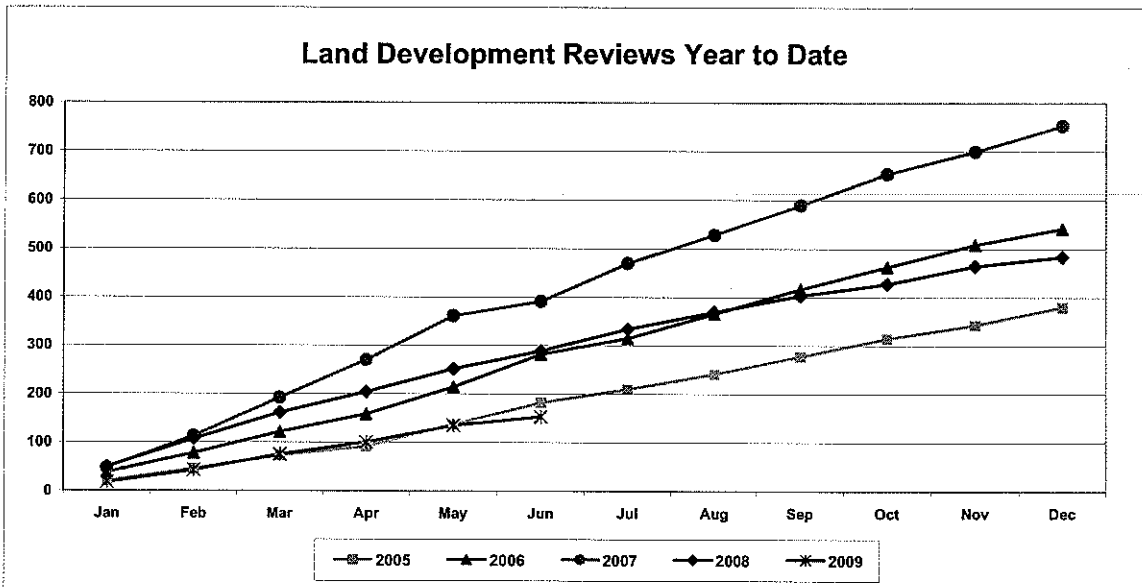
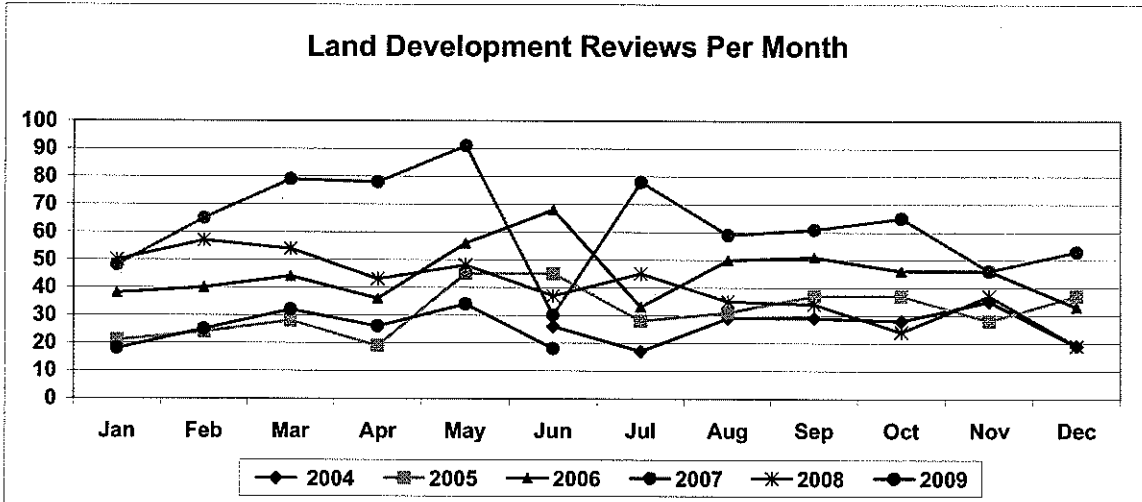
	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Totals
Fiscal Months 2008-09													
Beginning Monthly Balance	4,700,948	4,665,607	4,670,831	4,694,216	4,660,188	4,609,401	4,557,753	4,565,574	4,505,918	4,484,331	4,456,033	4,454,138	
REVENUE	287,574	277,072	272,187	244,070	204,836	235,637	246,531	208,691	252,261	220,267	249,623	215,669	2,894,419
TRANSFER IN													
TRANSFER OUT													
PERSONAL SERVICES*	190,235	193,924	194,795	201,415	205,728	212,135	201,064	196,228	196,087	196,417	190,352	193,411	2,371,780
SERVICES AND SUPPLIES**	112,680	77,924	54,007	76,683	49,895	75,150	37,656	72,119	77,761	52,148	61,167	112,171	859,362
ADDITIONAL EXPENDITURES													
CAPITAL OUTLAY													
Total Expenditures	302,915	271,848	248,802	278,098	255,623	287,285	238,711	268,347	273,848	248,564	251,519	305,582	3,231,142
Monthly Fund Balance	4,665,607	4,670,831	4,694,216	4,660,188	4,609,401	4,557,753	4,565,574	4,505,918	4,484,331	4,456,033	4,454,138	4,364,224	

Notes:  
2007-09 Biennium revenue down approximately 18% from 2005-07 biennium  
2007-09 Revenue estimated to be 7.6 million during budget process, actual revenue down 13%

NOTE: Revenue reported on Cash Flow projections is actual revenue received each month, revenue had been underbooked each month due to a License 2000 reporting issue. The Agency has identified the unbooked revenue as of March 2009 - \$351,829 booked to account for reporting error.

Beginning Balance - 07/01/2007	Revenue	Expenditures	Estimated Ending Bal. 06/30/09
4,648,151	6,622,881	4,813,598	8,045,250
		2,066,476	6,906,807
		Capital Outlay	1,138,443
		Expenditures total	
		24,734	
		6,906,807	
		4,364,224	
		Total available limitation	
		8,045,250	
		Total estimated exp	
		6,906,807	
		Limitation remaining	
		1,138,443	

Land Development Reviews/Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Average
2004						26	17	29	29	28	35	19	26
2005	21	24	28	19	45	45	28	31	37	37	28	37	32
2006	38	40	44	36	56	68	33	50	51	46	46	33	45
2007	48	65	79	78	91	30	78	59	61	65	46	53	63
2008	50	57	54	43	48	37	45	35	34	24	37	19	40
2009	18	25	32	26	34	18							26
Average	35	47	51	44	60	45	46	44	46	43	39	36	

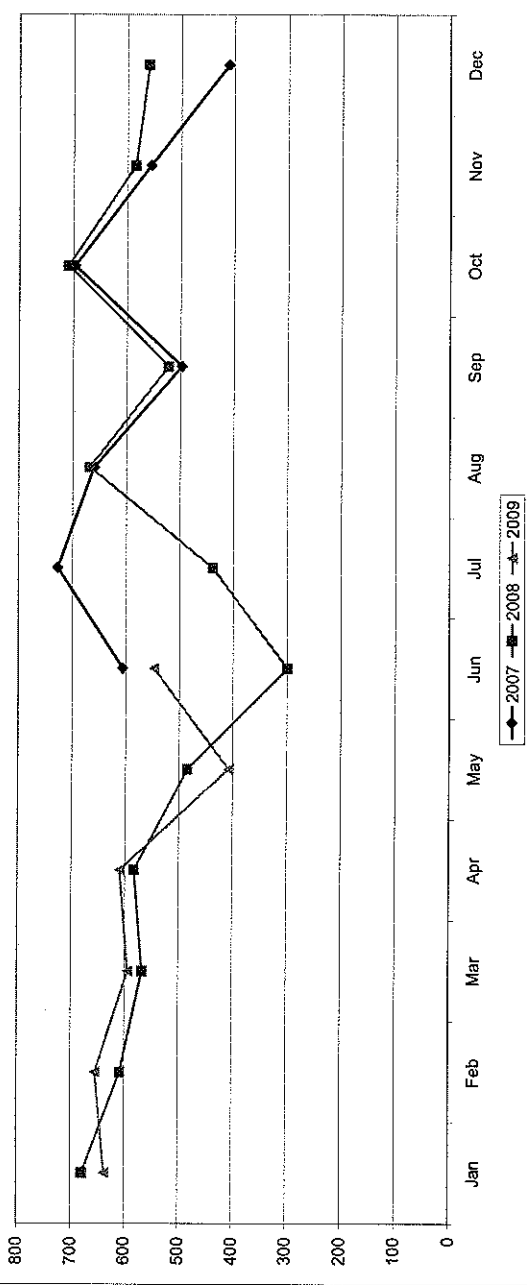


Oregon Real Estate Agency  
 Education Statistics  
 Source: Stacey Harrison  
 Date: June 2009

	2007												2008												2009					
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug*	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun					
Phone Room Calls received during Month	559	683	592	443	642	509	382	598	543	507	511	442	260	382	547	437	607	508	460	537	549	468	526	306	460					
Email Inquiries received during Month	35	31	56	39	46	36	18	66	58	53	51	37	30	44	111	77	100	65	91	99	103	125	82	100	86					
Walk-in Inquiries received during Month	12	13	12	15	9	11	10	14	7	7	21	5	9	2	10	8	2	11	8	1	2	1	2	1	2					
Total Public Inquiries	606	727	660	497	697	556	410	678	608	567	583	484	299	438	668	522	709	584	559	637	654	594	610	407	548					
Compliance Reviews Completed during Month	15	19	10	16	19	17	7	7	8	7	9	5	0	4	0	0	0	0	0	0	0	0	0	0	0					

Average Total Inquiries	572
Average Phone Calls	499
Average Email Inquiries	66
Average Walk-in Inquiries	8

Total Public Inquiries

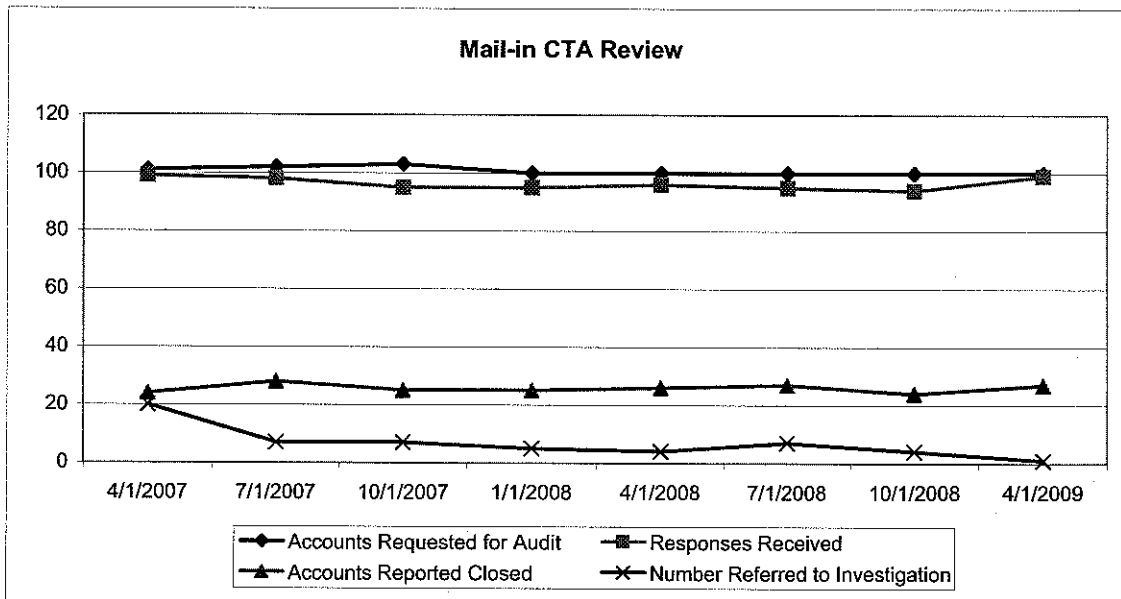


\* In August 2008, The Education Division implemented the use of an online public inquiry data base which changed the way we tracked the public inquiry data.

**Oregon Real Estate Agency**  
**Mail-in CTA Statistics**  
**Source: Mesheal Heyman**  
**Date: June 2009**

Mail-in Review	4/1/2007	7/1/2007	10/1/2007	1/1/2008	4/1/2008	7/1/2008	10/1/2008	4/1/2009
Accounts Requested for Audit	101	102	103	100	100	100	100	100
Responses Received	99	98	95	95	96	95	94	99
Accounts Reported Closed	24	28	25	25	26	27	24	27
Number Referred to Investigation	20	7	7	5	4	7	4	1
Percent of Mail-in Audits to Investgiation	19.80%	6.86%	6.80%	5.00%	4.00%	7.00%	4.00%	1.00%

Note: No CTA Mail-in Audit for 1st Quarter 2009 while Education is down staff.  
 April 2009 CTA Audit Requested - responses due 5/20/09.



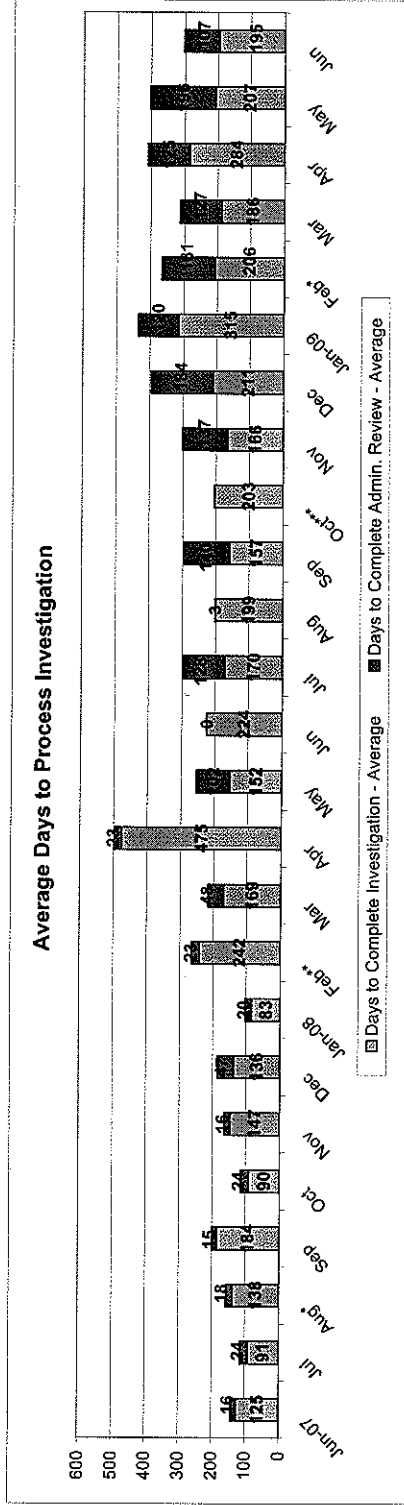
**Oregon Real Estate Agency**  
**Regulations Case Timeframe Statistics**  
 Source: Selina Barnes  
 Date: June 2009

Investigations:	2007												2008												
	Jun-07	Jul	Aug	Sep	Oct	Nov	Dec	Jan-08	Feb**	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct**	Nov	Dec	Jan-09	Feb*	Mar	Apr	May	Jun
Days to Complete Investigation - Average	125	91	139	184	90	147	136	83	242	189	475	152	224	170	199	157	203	166	211	315	206	186	284	207	195
Days to Complete Investigation - Median	73	71	84	128	105	126	109	47	132	102	148	122	185	125	190	132	188	159	178	228	148	148	253	168	175
Number Investigations Completed	34	33	24	19	20	20	17	13	9	12	23	21	16	17	15	14	17	12	16	11	13	22	19	12	15
Administrative Review																									
Days to Complete Admin. Review - Average	16	24	18	15	24	16	47	20	23	48	23	102	0	128	3	140	137	184	120	161	127	125	196	107	
Days to Complete Admin. Review - Median	6	10	7	7	6	6	18	5	20	21	10	16	0	38	3	140	142	62	120	186	91	64	199	139	
Number Completed	34	27	34	16	19	15	7	16	4	10	17	8	0	8	1	2	33	7	18	23	16	30	11	5	

NOTES:  
 \* Background check workload transferred to Licensing during August 2007.  
 \*\* One lengthy file closed (over a thousand days) in 2008 bringing average to close investigation up significantly.  
 \*\*\* October 2008 - Regulation Manager finalizing outstanding cases, one old case closed - 1078 day old case (outlier).  
 \* Feb 2009 141 Renewal cases opened & closed while catching up.  
 Regulation Manager position vacant from 4/29/08 - 6/9/08

Averages:	2007	2008
Days to Complete Investigation	190	18
Days to Complete Administrative Review	75	15

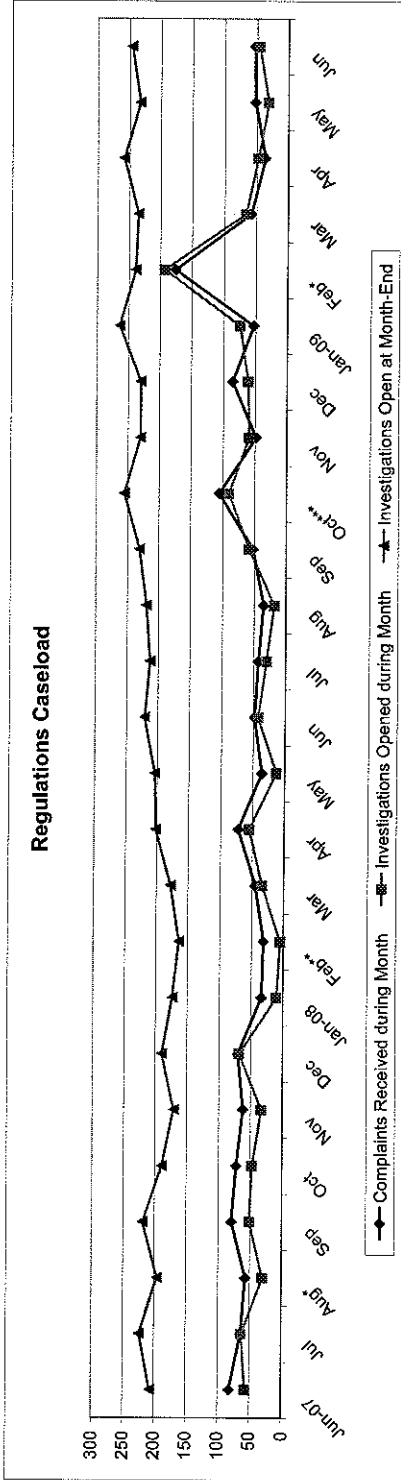
April, 2009 - 19 completed investigations - 8 were over 300 days, completing the old cases drives the average up.



Regulation's Monthly Statistics	2007												2008												2009											
	Jun-07	Jul	Aug	Sep	Oct	Nov	Dec	Jan-08	Feb**	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct***	Nov	Dec	Jan-09	Feb*	Mar	Apr	May	Jun											
Complaints Received during Month	82	64	57	79	72	62	70	34	31	45	72	36	48	43	35	52	105	48	85	53	176	58	36	52	53											
Investigations Opened during Month	57	63	30	51	47	33	68	10	5	34	55	13	43	30	18	58	90	59	61	74	193	66	47	31	46											
Investigations Open at Month-End	207	224	196	219	189	171	190	174	164	178	202	204	221	213	218	231	255	230	230	264	239	238	238	233	246											
Complaints & Investigations Closed	47	31	56	34	49	52	46	25	17	13	28	22	14	29	6	29	64	53	64	45	163	38	26	32	28											
Final Orders Issued during Month	9	10	7	6	15	12	8	8	2	9	3	4	14	7	2	2	8	4	7	4	7	4	2	3	5											
Hearings Held during Month	4	1	0	0	1	1	0	0	0	1	0	1	0	1	0	0	0	0	0	0	1	0	0	0	1											

\* Background check workload transferred to Licensing during August 2007.  
 \*\* One lengthy file closed (over a thousand days) in 2/008 bringing average to close investigation up significantly.  
 \*\*\* October 2008 - Regulation Manager finalizing outstanding cases, one old case closed.  
 \* Feb 2009 141 Renewal cases opened & closed while catching up.  
 Regulation Manager position vacant from 4/29/08 - 6/9/08

Averages	62	51	6	0
Average Complaints Rec'd per Month	62	51	6	0
Average Final Orders per Month	6	0	0	0
Average Investigations Opened Per Month	51	0	0	0
Average Complaints & Investigations Closed per Month	216	40	0	0



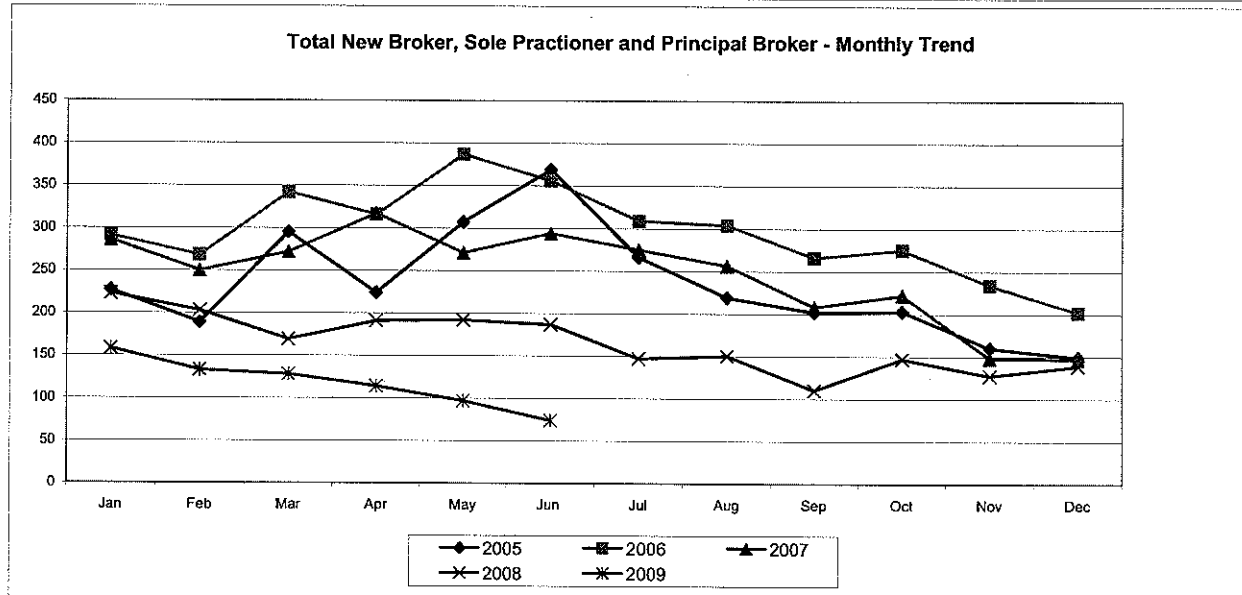
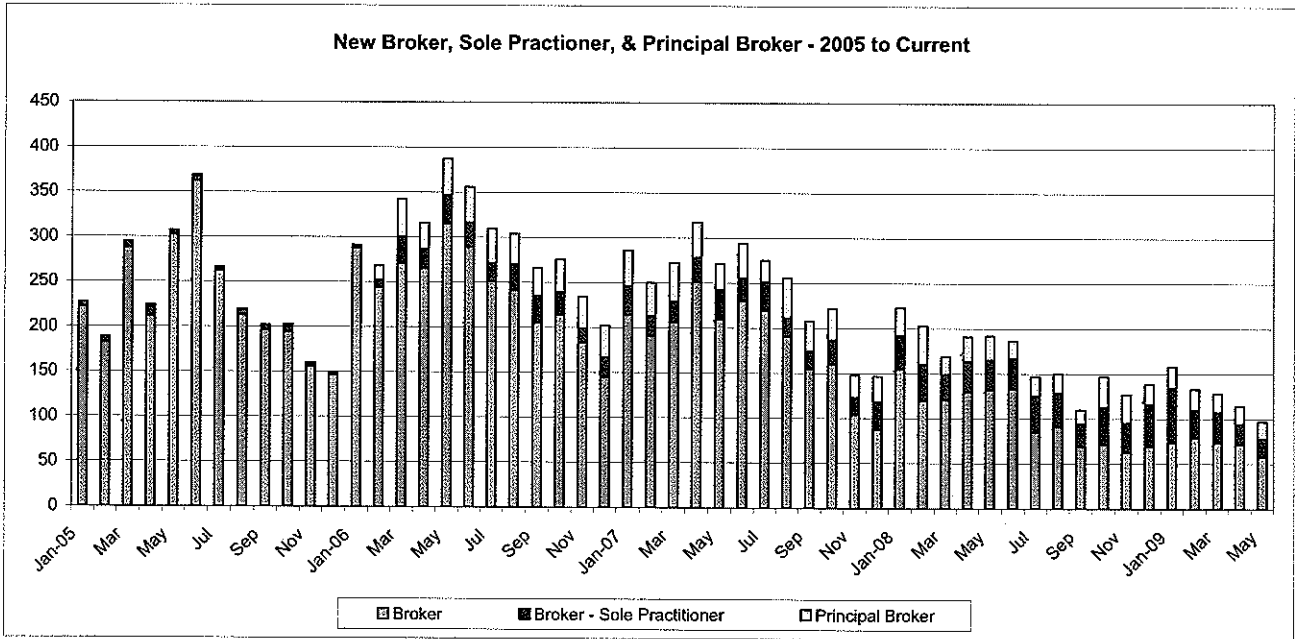


Oregon Real Estate Agency  
 Year over Year Licensing Statistics  
 Source: Laurie Hall  
 Date: June 2009

Individuals (Persons)	Aug. 07(peak)	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YoY	%YoY	Since Peak	% Since Peak
<b>Broker - Total</b>	18,499	18,004	17,978	17,890	17,748	17,478	17,519	17,372	17,241	17,106	16,955	16,840	16,681	16,578	16,418	(1,586)	-8.8%	(2,081)	-11.2%
Active	16,116	15,125	15,078	14,925	14,840	14,593	14,522	14,334	14,064	13,703	13,478	13,430	13,351	13,273	13,187	(1,938)	-12.8%	(2,929)	-18.2%
Inactive	2,383	2,879	2,900	2,961	2,908	2,945	2,997	3,038	3,187	3,403	3,477	3,410	3,330	3,305	3,231	352	12.2%	848	35.6%
Month over Month Change - Total		(26)	(86)	(142)	(142)	(270)	41	(147)	(131)	(135)	(151)	(115)	(159)	(103)	(160)				
<b>Broker - Sale Practitioner - Total</b>	2,223	2,262	2,275	2,296	2,297	2,288	2,310	2,312	2,325	2,375	2,378	2,408	2,413	2,438	2,450	188	8.3%	227	10.2%
Active	1,964	2,005	2,019	2,041	2,042	2,040	2,056	2,054	2,063	2,110	2,113	2,138	2,135	2,147	2,157	152	7.6%	193	9.8%
Inactive	259	257	256	255	255	248	254	258	262	265	265	270	278	291	293	36	14.0%	34	13.1%
Month over Month Change - Total		13	21	1	(9)	(2)	13	3	(8)	(13)	(7)	7	15	3	(4)				
<b>Principal Broker - Total</b>	3,195	3,284	3,270	3,272	3,272	3,270	3,283	3,286	3,278	3,265	3,258	3,265	3,280	3,283	3,279	(5)	-0.2%	84	2.6%
Active	3,123	3,196	3,180	3,180	3,178	3,172	3,188	3,186	3,170	3,147	3,135	3,136	3,147	3,151	3,148	(48)	-1.5%	25	0.8%
Inactive	72	88	90	92	94	98	95	100	108	118	123	129	133	132	131	43	48.9%	59	81.9%
Month over Month Change - Total		(14)	2	-	(2)	(2)	13	3	(8)	(13)	(7)	7	15	3	(4)				
<b>ALL BROKERS Total</b>	23,917	23,550	23,523	23,468	23,317	23,036	23,112	22,970	22,844	22,746	22,591	22,513	22,374	22,299	22,147	(1,403)	-6.0%	(1,770)	-7.4%
Active	21,203	20,326	20,277	20,150	20,060	19,745	19,766	19,574	19,287	18,960	18,726	18,704	18,633	18,571	18,492	(1,834)	-9.0%	(2,711)	-12.8%
Inactive	2,714	3,224	3,246	3,308	3,257	3,291	3,346	3,396	3,557	3,786	3,865	3,809	3,741	3,728	3,655	431	13.4%	941	34.7%
Month over Month Change - Total		(27)	(65)	(141)	(141)	(281)	76	(142)	(126)	(98)	(155)	(78)	(139)	(75)	(152)				
<b>Property Manager - Total</b>	629	672	679	680	679	693	700	702	707	710	716	724	724	727	733	61	9.1%	104	16.5%
Active	559	593	601	600	601	612	619	622	628	631	635	640	638	640	646	53	8.9%	87	15.6%
Inactive	70	79	78	80	78	81	81	80	79	79	81	84	86	87	87	8	10.1%	17	24.3%
<b>MCC Salesperson</b>	58	51	50	47	48	47	47	50	49	47	46	44	42	37	33	(18)	-35.3%	(25)	-43.1%
<b>MCC Broker</b>	3	2	2	2	2	2	2	2	2	2	1	1	1	1	1	(1)	-50.0%	(2)	-66.7%
<b>TOTAL INDIVIDUALS</b>	24,607	24,275	24,254	24,187	24,046	23,778	23,861	23,724	23,602	23,505	23,354	23,282	23,141	23,064	22,914	(1,361)	-5.6%	(1,693)	-6.9%
Active	21,823	20,972	20,930	20,799	20,711	20,406	20,434	20,248	19,966	19,640	19,408	19,389	19,314	19,249	19,172	(1,800)	-8.6%	(2,651)	-12.1%
Inactive	2,784	3,303	3,324	3,388	3,335	3,372	3,427	3,476	3,636	3,865	3,948	3,893	3,827	3,815	3,742	439	13.3%	958	34.4%
Month over Month Change - Total		(21)	(67)	(67)	(141)	(268)	83	(137)	(122)	(97)	(151)	(72)	(141)	(77)	(150)				
<b>Facilities (Companies)</b>																			
REMO	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5		0.0%	-	0.0%
Registered Business Name (RBN)	3,450	3,521	3,534	3,530	3,528	3,546	3,521	3,522	3,543	3,571	3,575	3,591	3,586	3,597	3,602	81	2.3%	152	4.4%
Registered Branch Office (RBO)	738	731	731	730	728	729	720	713	714	710	716	683	682	681	686	(45)	-6.2%	(52)	-7.0%
Escrow Organization	58	53	53	53	53	53	53	53	52	51	51	51	51	51	51	(2)	-3.8%	(7)	-12.1%
Escrow Branch	244	235	216	212	212	206	203	191	185	179	169	169	170	170	167	(68)	-28.9%	(77)	-31.6%
MCC Operator	24	24	24	24	24	24	24	25	25	25	25	25	25	25	26	2	8.3%	2	8.3%
<b>TOTAL FACILITIES</b>	4,519	4,569	4,563	4,554	4,550	4,563	4,526	4,509	4,524	4,541	4,541	4,524	4,519	4,539	4,537	(32)	-0.7%	18	0.4%
<b>TOTAL INDIVIDUALS &amp; FACILITIES</b>	29,126	28,844	28,817	28,741	28,596	28,341	28,387	28,233	28,126	28,046	27,895	27,806	27,660	27,603	27,451	(1,393)	-4.8%	(1,675)	-5.8%

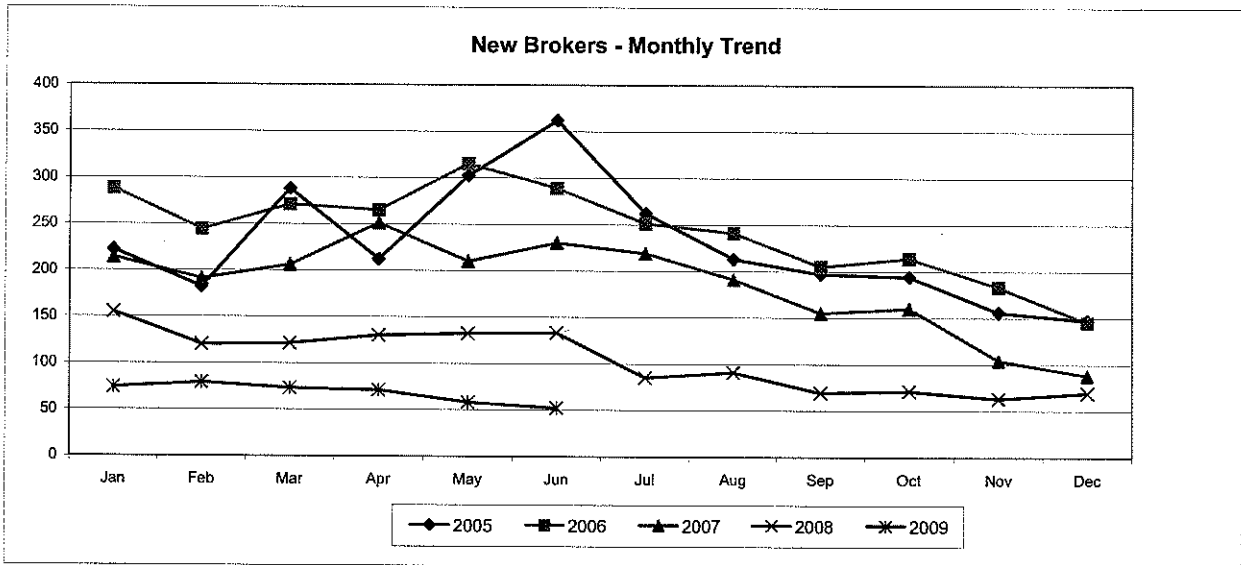
**Total New Broker, Sole Practitioner, & Principal Broker**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average
2005	227	189	295	224	307	369	266	219	202	203	160	149	2810	234
2006	291	268	342	316	387	356	309	304	266	275	234	202	3550	296
2007	286	250	272	317	271	294	275	256	208	222	148	147	2946	246
2008	223	203	169	191	192	187	147	150	110	147	127	139	1985	165
2009	158	133	128	114	97	74							704	117
Average	237	209	270	262	289	302	249	232	197	212	167	159		



**New Broker**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average
2005	222	182	288	212	302	362	262	213	197	194	156	147	2737	228
2006	288	244	271	265	315	289	251	241	205	214	183	145	2911	243
2007	214	191	206	251	210	230	219	191	155	160	104	88	2219	185
2008	155	120	121	130	132	133	85	91	69	71	63	69	1239	103
2009	74	79	73	71	58	52							407	68
<b>Average</b>	220	163	222	215	240	254	204	184	157	160	127	112		



**New Broker - Sole Practitioner**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average
2005	5	7	7	10	5	5	3	6	5	6	2	2	63	5
2006	3	8	29	21	31	27	20	29	30	25	16	22	261	22
2007	32	22	23	27	32	25	32	20	19	27	19	30	308	26
2008	37	40	28	33	33	34	40	38	25	42	32	47	429	36
2009	60	31	34	23	20	14							182	30
<b>Average</b>	27	22	22	23	25	23	24	23	20	25	17	25		

**New Principal Broker**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average
2005	0	0	0	2	0	2	1	0	0	3	2	0	10	1
2006	0	16	42	30	41	40	38	34	31	36	35	35	378	32
2007	40	37	43	39	29	39	24	45	34	35	25	29	419	35
2008	31	43	20	28	27	20	22	21	16	34	32	23	317	26
2009	24	23	21	20	19	8							115	19
<b>Average</b>	19	24	26	25	24	25	21	25	20	27	24	22		

**New Property Manager**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total	Average
2005	12	16	5	8	7	7	12	5	10	5	5	9	101	8
2006	6	5	7	7	12	12	3	10	12	10	7	4	95	8
2007	6	2	4	8	12	9	7	9	11	9	5	17	99	8
2008	9	11	10	9	11	10	5	12	11	10	12	6	116	10
2009	8	9	10	4	7	10							48	8
<b>Average</b>	8	9	7	8	11	10	7	9	11	9	7	9		

Oregon Real Estate Agency  
 Online Renewals Statistics  
 Sources: Laurie Hall  
 Date: June 2009

	2007												2008												2009											
	Mar-07	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-08	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-09	Feb	Mar	Apr	May	Jun								
Eligible to Renew Online	967	932	986	1,082	1,155	1,121	1,131	1,177	1,021	1,077	1,138	1,039	1,142	1,093	1,128	1,071	1,037	1,085	950	912	954	969	876	1,080	1,080	998	1,105	1,155								
Failed to Renew Timely	141	188	201	222	224	269	333	274	201	247	265	234	260	237	242	231	141	282	122	275	284	292	320	364	316	276	294	304								
Total # Eligible Timely Renewals	826	734	795	860	931	852	798	903	820	830	863	805	882	856	886	840	896	803	828	637	670	677	556	718	764	722	811	851								
# Online Renewals	49	240	255	260	369	321	323	385	318	294	241	276	338	320	307	305	310	324	309	282	259	257	260	247	330	332	333	357								
Percent Renewed Online	5.9%	32.7%	32.2%	32.6%	39.6%	37.7%	40.5%	42.6%	38.8%	35.4%	27.3%	34.3%	38.3%	37.4%	34.7%	36.3%	34.6%	40.3%	37.3%	44.3%	38.7%	38.0%	46.8%	34.5%	43.2%	46.0%	41.1%	42.0%								
Percent Failed to Renew Timely	14.6%	21.2%	20.2%	20.5%	19.4%	24.0%	29.4%	23.3%	19.7%	22.9%	22.4%	22.5%	22.8%	21.7%	21.6%	21.6%	13.6%	26.0%	12.8%	30.2%	29.8%	30.1%	36.5%	33.7%	29.3%	27.7%	26.8%	26.9%								

NOTE: Opened for online transactions 3/21/07 (no advertisement). Flyers first sent with renewal applications in April, 2007.  
 NOTE: If the licensee is making a change (e.g. changing status, license category, or RBN), they may not renew online.

NOTE: Online renewals seem to be steady at about 40% to 45% - many companies do not want to have their brokers renew online because the online renewal process does not notify the principal broker or give the principal broker the opportunity to review/approve the licensee's continuing educator before allowing the licensee to renew online.

