

NEWSLETTER

Spring 2011 Issue

John R. Kasich
Governor of Ohio

David Goodman
Director of Commerce

Anne Petit
Superintendent

Our Two "Sense"

The Division of Real Estate and Professional Licensing Embraces Governor Kasich's Recent Common Sense Initiative

Common sense (kɒm'ən sɛns) *noun* Practical judgment that is independent of specialized knowledge or training; normal native intelligence.

How many times have you heard, or perhaps said to yourself, "If it's called 'common sense', why don't more people have it?" While we can't answer for anyone else, the dedicated staff in the Division of Real Estate and Professional Licensing wants you to know that we have eagerly embraced and responded to Governor Kasich's expectation to employ this often times absent approach to government regulation.

The Division has already taken the first step by identifying short- and long-term goals designed to create more efficiency, reduce bureaucracy, and keep Ohio's real estate professionals working while continuing to safeguard consumers. Some of the goals on which we have begun to focus include:

- Provide responsible licensing enforcement – The Division will work responsibly with licensees to promote compliance while continuing business. One of the ways we'll accomplish this is by issuing advisory letters in certain circumstances before initiating enforcement. A minor, first-time infraction that isn't harmful to consumers or other licensees can usually be remedied using an instructive and cautionary tool like an advisory letter. We'll also begin conducting compliance audits, again, in the spirit of being instructive, not punitive, when possible. When practical and reasonable, we want to keep licensees working while they come into compliance with license law.
- Thoroughly review all forms to ensure clarity and ease of compliance – One of our short-term goals is to modify the Combined Renewal Application with Education Compliance Form to decrease the incidence of license suspension due to a missing signature or page. In addition, we want to increase the number of licensees for whom we have an accurate email address so that we can more consistently and timely communicate. The Division can accomplish this by making certain to capture email addresses from the forms that licensees submit to our office.

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Common Sense Initiative continued...

- Fully utilize current technological tools and resources to reduce costs – Hand-in-hand with form review and modification comes our first long-term goal of accepting license applications, continuing education, and other filings completely online. Another prong of that goal is to permit online payments for the fees associated with those forms. These and other facets of the full utilization of technology to better serve our constituencies are in the discovery phase and will be announced as feasibility studies are completed. Stay tuned!
- Resuscitate Division Education and Outreach efforts – A number of current and re-initiated communication vehicles will be rolled out in this area. Opportunities to create new or to update current educational materials for licensees and consumers is also on our “to do” list. The Division will actively participate in appropriate outreach events and interact with stakeholders regularly to share important information from our regulated industries. Of course, receiving input and feedback from you, the licensee, is equally, if not more, important to our success. Additionally, we’ll work to build critical collaborations to safeguard consumers and the honest, hard working professionals we license with federal and local law enforcement agencies.

In the final analysis, reducing both tangible and intangible costs for the Division and its licensees is one of our main goals. We appreciate how much your time is worth to you and your business! As business continues to turn to technology as a reliable and preferred mode of information and commerce exchange, it is crucial that we have the ability to communicate electronically with and serve as many of our licensees as possible. To us, well, it just makes sense!

Have an idea of how the Division can better serve our licensees? Email us at WebReal@com.state.oh.us

Division News and Reminders

The Ohio Department of Commerce Obtains New Leadership

David Goodman was appointed Director of the Ohio Department of Commerce by Governor John R. Kasich, effective January 10, 2011.

As a dedicated public servant with a proven record of effective advocacy and leadership, Goodman is committed to reducing the regulatory burden on business and improving the business climate to bring jobs to Ohio.

The Ohio Department of Commerce is one of the state’s chief regulatory agencies. Among the wide range of regulations enforced by the Department are those that apply to state-chartered financial institutions, mortgage brokers and loan originators, securities, real estate brokers and appraisers, the state fire code, liquor control, construction compliance, minimum and prevailing wages, unclaimed funds, underground storage tanks, elevators and cable providers.

Director Goodman had just completed his second full term as a State Senator when appointed to the Kasich Cabinet. While serving in the Ohio Senate, Goodman served as Chairman of the Senate Judiciary Committee for Civil Justice, through which important tort and corporate governance reform initiatives were shepherded. Additionally, Goodman served on: the Ways and Means and Economic Development Committee, the Environment Committee, and the Committee on Health, Human Services, and Aging.



David Goodman

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Commerce Obtains New Leadership continued...

Born in Bexley, Goodman began his career in public service as an Assistant Attorney General for the state of Ohio. In 1995, Goodman ran for and was elected to Bexley City Council, where he played a key role in enacting legislation that increased competition among utility providers to lower rates for Bexley residents. In 1998, Goodman was appointed to serve the remainder of an unexpired term in the Ohio House of Representatives and was elected to a full term later that year.

Goodman is a graduate of Bexley High School, Miami University and the Case Western Reserve University College of Law.

Goodman, and his wife, Heather, reside in New Albany with their son, Benjamin, and daughter, Lily.

Shortly after he embarked on his role as Director of Commerce, Goodman appointed Anne M.



Anne M. Petit

Petit to serve as Acting Superintendent of the Division of Real Estate and Professional Licensing. Director Goodman confirmed her role as Superintendent effective March 4, 2011, after receiving nominations from the Ohio Real Estate Appraiser Board and the Ohio Real Estate Commission for her to serve in that capacity. "As Superintendent, Anne will utilize her extensive administrative experience in leading the Division of Real Estate & Professional Licensing," Director Goodman said. "She is committed to common sense regulation of the industries the Division oversees as well as protecting Ohio's consumers in real estate-related financial transactions." Petit had previously served as the Division's Superintendent from 2002 to 2005. After leaving that position, she was Vice President of Hondros College and served as director of its regulatory and compliance programs. In prior positions, Petit served as Director of Constituent Inquiries for Governor Bob Taft and was Administrator for the Secretary of State's campaign finance division. She also was a Manager/Real Estate Lender with the former Diamond Savings & Loan headquartered in Findlay and Compliance Administrator of Mid-American National Bank in Toledo. Superintendent Petit resides in Galloway with her husband, Don.

The Division of Real Estate and Professional Licensing also welcomed a new Licensing Manager, Kathy J. Clark, to its team after Director Goodman appointed her to that post effective February 28, 2011. Clark brings with her roughly 25 years of experience as a real estate investor, property manager, and licensed salesperson – tangible experience that will certainly benefit the Division as well as the stakeholders it serves. In addition to her experience in the real estate industry, Clark has held administrative functions with the Ohio Department of Insurance and in former Governor George Voinovich's office. She currently resides in Upper Arlington.

Brokerage Assessment Season is in Full Bloom

April is upon us once again, and, in the world of Ohio real estate license law, it means more than just warmer weather and rain showers.

That's right – brokerage assessment season is here!

The Division recently sent notices to brokerages that have at least one branch office and/or 11 or more salespeople as mandated by license law. The notices included a fee that the Division calculated based on the number of salespeople and branch offices associated with the brokerage as of April 1, 2011, regardless of any license transfers or inactivations that occur after that date.

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Brokerage Assessment Season continued...

A brokerage with at least 11 and up to 20 salespeople must pay \$64 plus an additional \$37 for each subsequent 10 salespeople. The fee for each branch office is \$15. A brokerage with 25 associated salespeople and one branch office, for example, would be assessed \$64 for its first 20 salespeople, \$37 for the additional five salespeople, and \$15 for the branch office. The assessment for that brokerage would total \$116. If you are affiliated with a brokerage that has 10 or fewer salespeople and zero branch offices, your brokerage will not receive an assessment. The Division will automatically update unaffected brokerages' expiration dates to June 30, 2012.

Brokerages must postmark their assessment fees on or before June 30, 2011. Non-payment or late payments will result in the suspension of all associated brokers and salespeople and the inactivation of all branch offices. Upon receipt of the fee, the Division will update the brokerage's expiration date to June 30, 2012.

PLEASE NOTE:

A brokerage that is planning to close is still responsible for paying the assessment fee. In this instance, the brokerage may return the company license, the brokerage addendum, and the licenses of all associated salespeople and branch offices when it submits its assessment fee to the Division.

A brokerage may return an original branch office license for inactivation along with the brokerage assessment fee, but the brokerage must pay the assessment fee in full. There will be no adjustments to the fee. If a brokerage does not have the original branch office license, the brokerage may remit a Business Change Application form and a \$25 fee to inactivate the branch office license.

This Just In...

Online Renewal Tool Now Available for Broker Assessment

Real estate companies and sole proprietors now have the option of paying their annual brokerage assessment fee online. If you are interested in utilizing this safe and secure alternative renewal option, please refer to your assessment notice to find the online renewal website and the username and password that you will need to access it. The online renewal service will be available to companies and sole proprietors from April 1, 2011 to June 30, 2011. Need assistance? Feel free to contact the Division at 614-466-4100 for help!

Attention Licensees!

You Must Notify the Division of a Change of Address

Has your address changed? If so, it is your responsibility to notify the Division of the change in writing and within a reasonable amount of time. You can do this free of charge by using the Change Application forms – [Individual](#) or [Business](#) – found in the Real Estate Broker and Salespersons Section of the Division's forms page OR by submitting a Change of Address request to the Division via email to: WebReal@com.state.oh.us.

“A licensee's failure to notify the commission of a change in personal residence address does not negate the requirement to file the license renewal by the required deadline established by the commission...”
-ORC 4735.14(D)

Ohio Real Estate Commission Approves Ohio Association of Realtors' Grant Request

At its November 3, 2010, meeting, the Ohio Real Estate Commission approved a \$10,000 grant request that it received from the Ohio Association of Realtors in order to create an Ohio-specific version of the National Association of Realtors' 2011 Profile of Home Buyers and Sellers. The grant, funded by the Ohio Real Estate Education and Research Fund, will allow the National Association of Realtors to compile timely, valuable, and reliable data into four reports: one that will cover the entire state of Ohio and three that will focus specifically on Ohio's largest metro areas, Cleveland, Columbus, and Cincinnati. Like profile reports from years past, the results of the study will provide interesting insight into the real estate residential marketplace. It will be particularly beneficial to Ohio's real estate licensees by allowing them to obtain a better understanding of the individuals they represent and how those individuals' home buying and selling trends have changed over time and in comparison to the rest of the nation.

The Ohio Association of Realtors anticipates the 2011 Profile of Home Buyers and Sellers to be available to the public at the end of 2011 or the beginning of 2012.

The Division of Real Estate and Professional Licensing Names a Testing Vendor for the 2011-2013 Testing Period

The Division of Real Estate and Professional Licensing would like to announce that PSI Services, LLC, will remain its testing vendor for the upcoming 2011-2013 testing period. In the summer of 2010, the Division released a Request for Proposals to testing companies interested in facilitating exams for Ohio's real estate appraisers, brokers, and salespersons. PSI was one of three testing companies that responded to the request and was determined by the Division to have submitted a proposal that provides many exceptional candidate benefits. Members of PSI's team attended the Ohio Real Estate Commission's April 6, 2011, meeting to answer any questions that the Commission or any other interested parties had regarding the services contracted.

PSI will continue to maintain numerous testing sites throughout Ohio. However, PSI may close its Columbus South location on Alum Creek Drive in the near future due to low activity at that site. The Columbus North location on Busch Boulevard will remain open. In light of today's difficult economic climate, this closure will allow PSI to reduce costs and pass on the savings to its candidates.

FEE SCHEDULE FOR PSI BEGINNING JULY 1, 2011 (Division fees will remain the same)

Examination	Division Application Fee	PSI Examination Fee
Certified General Appraiser	\$175	\$125
Certified Residential Appraiser	\$175	\$125
Licensed Appraiser	\$175	\$125
Real Estate Broker – State & National taken at the same time	\$100	\$43
Real Estate Broker – National only	\$100	\$43
Real Estate Broker – State only	\$100	\$43
Real Estate Salesperson – State & National taken at the same time	\$60	\$63
Real Estate Salesperson – State only	\$60	\$43
Real Estate Salesperson – National only	\$60	\$43

Stay Informed

Ohio Real Estate and Appraiser Rule Review: Your Input is Welcome

The Common Sense Initiative, established by Governor Kasich's Executive Order 2011-01K, requires state agencies to seek input from interested parties in the development or review of regulations. The Division is currently conducting its review of the rules affecting real estate appraisers and real estate licensees – a task we must complete every five years per Ohio Administrative Code 119.032. You can stay informed and participate in the review process by visiting the Ohio Business Gateway website at www.business.ohio.gov and clicking on "Sign-up for E-Notification System." From that site, users can register to receive E-Notifications from any agency or subject area they choose, access copies of the Division's rules (OAC Chapters 1301:5 and 1301:11), and view Executive Order 2011-01K. As the Division drafts and reviews its rules throughout the next few months, registered users will receive emails alerting them to when a particular rule is open for review and comment. Any comments, concerns, or recommendations submitted through the system will be forwarded to the Division for its consideration.

Ensuring Compliance with Real Estate License Law: The Division is Here to Help

Preparing for Brokerage Audits

As a means to help our licensees comply with Ohio real estate license law and to keep them working, the Division has decided to kick-start its brokerage audit process after putting it on hold for the past few years. This decision is in agreement with the directives set forth in Governor Kasich's recent Common Sense Initiative. When asked about the role audits play in the overall compliance of brokers, Superintendent Petit responded, "We believe that working proactively with our licensees through positive instruction, when appropriate, instead of reactionary, punitive discipline will be beneficial to the Division, its licensees, and Ohioans in general."

1) How will you know if the Division selects your brokerage for an audit?

You will receive a telephone call from a Division investigator if you have been selected for an audit. Brokerages selected for a compliance audit are chosen at random from those companies in the Division's database that have not had an audit in the past 36 months. During this initial conversation, the investigator will work with you to schedule a date and time to conduct the audit. The investigator will then send written confirmation of the scheduled audit along with a list of the items the Division will inspect during the audit.

2) How long will the audit last?

Compliance audits can last anywhere from a few hours to several days, depending on the size of the brokerage. Most single office brokerage audits take just a few hours.

3) What can I expect after the audit?

The Division will notify the brokerage in writing of any discrepancies found during a compliance audit and will allow the brokerage a reasonable amount of time to correct them. Once the Division receives documentation from the brokerage verifying that the discrepancies have been corrected, the investigator will send correspondence to the brokerage indicating that it has come into compliance

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Preparing for an audit continued...

4) How can a brokerage prepare for a compliance audit?

There are several preparatory measures you, as a broker of the company, can take to ensure that the audit is successful. First, take a deep breath and relax! Although the audit may reveal discrepancies between your business processes and Ohio real estate license law, the Division's main goal is to work with you to help you comply with the law. The most important key to a successful audit is cooperation with the investigator conducting it. The links below are helpful tools for brokerages to utilize when preparing for an audit.

[Compliance Audit Overview and Checklist](#)
[Operating Account Checklist](#)
[Sample Brokerage Operating Account Verification Record](#)

If you have additional questions about the broker audit process or need additional information, please contact the Division's enforcement section at 614-466-4100.

Division Policy on Advertising Via Social Network Mediums

Social media, web-based, and mobile technologies that let people socially interact with one another have changed the way businesses communicate with customers and market products and services. The expansion of social media is infiltrating all industries, and the real estate profession is no exception. According to the National Association of Realtors, nearly 80 percent of buyers today use the internet when looking for a home, and most begin their home search online. As a result, real estate licensees are using social media websites such as Facebook, Twitter, LinkedIn, personal blogs, and others to create a personal brand to attract clients. For many licensees, social networking is an invaluable resource that provides the following benefits:

- Inexpensive advertising
- Method to engage and connect with clients
- Ability to share listings immediately
- Networking to create and develop personal relationships and business partnerships
- Increasing your presence in a competitive market

The many benefits of social media make it an attractive option for real estate licensees. However, the Division of Real Estate and Professional Licensing cautions all real estate licensees that the use of social media is considered advertising and is subject to Ohio's laws and regulations.

Ohio Administrative Code 1301:5-1-02 requires that the broker or brokerage name be disclosed on every page of a website that promotes real estate services. A "page" is defined as one that may or may not scroll beyond the borders of the screen. In the past, the Division has advised licensees to include the broker's name on a "frame" or "banner" on the website to ensure that the broker's name appears on the site at all times.



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Social Network Mediums continued...

However, the Division is sensitive to the fact that social media websites may limit a licensee's ability to manipulate the website content to conform to Ohio's current advertising regulations. For additional guidance, the Division urges licensees to refer to the National Association of Realtors updated Code of Ethics and Standards of Practice that was released in January 2011. NAR adopted the following provision which addresses electronic advertising issues:

Standard of Practice 12-5

REALTORS® shall not advertise nor permit any person employed by or affiliated with them to advertise real estate services or listed property in any medium (e.g., electronically, print, radio, television, etc.) without disclosing the name of that REALTOR®'s firm in a reasonable and readily apparent manner. This Standard of Practice acknowledges that disclosing the name of the firm may not be practical in electronic displays of limited information (e.g., "thumbnails", text messages, "tweets", etc.). Such displays are exempt from the disclosure requirement established in the Standard of Practice, but only when linked to a display that includes all required disclosures. (Adopted 11/86, Amended 1/11)

The Division is considering new regulations to deal with the challenges associated with advertising and social media, but it is likely that these new changes will not go into effect until late 2011. Until then, licensees should treat social media advertising as they would any other advertisement.

Handling Multiple Offer Situations

Most licensees today deal with listings that result in a multiple-offer situation. While each situation is different, there are certain fiduciary duties that licensees must keep in mind.

First, while a listing agent should always deal fairly with potential buyers, it is the listing agent's primary duty to acquire an offer at a price and with terms that are acceptable to the seller. When entering into the listing agreement, the listing agent should have an in-depth discussion as to which terms are most acceptable to the seller. In addition, when multiple purchase offers are received, a licensee should take the time to review each offer with the seller and discuss the advantages or disadvantages of each offer. Remember that, although a listing agent is there to provide guidance to the seller, the listing agent ultimately must carry out the lawful instructions of the seller as how to handle multiple offers. The decision to accept, reject, or counter an offer is solely within the discretion of the seller.

Second, a seller's agent must present any and all offers to the client in a timely manner, even if the property is subject to a contract. In some cases, an agent may receive an offer but then learn that another potential buyer may be making an offer as well. In this situation, it would be acceptable to present the offer in hand but advise the seller that another offer may be coming. This allows the seller to make a fully informed decision. If a licensee is submitting offers electronically, that licensee should ensure that documentation exists to prove that an offer was submitted timely. When a seller's agent provides multiple offers to the seller by email or fax, the agent shall preserve a screen print for email transmission or the fax receipt.

Finally, when reviewing multiple offers, it is important to ensure that the seller is not bound by more than one offer. If the seller wants to counter two offers, one of the offers should be chosen as the back-up offer or be made contingent on the rejection of the other offer. These terms should be clearly laid out in the counter offer.

As an Ohio real estate licensee, it is essential that you be knowledgeable of your duties and responsibilities. Since each set of circumstances is different, a salesperson should contact his/her broker for advice if faced with a multiple offer situation. In addition, the Division's enforcement section can be reached by calling 614-466-4100.

Appraiser Alley

Questions about Pending Appraisal Management Company Registration

The Division has received several inquiries about the recently-passed Dodd-Frank Reform Act – mostly questions that are specific to the component of it that requires Ohio’s appraiser program to register and regulate appraisal management companies (AMCs) operating in the state. Some of the most common questions include: “Are AMCs required to register in Ohio?” and “When will Ohio begin AMC registration?”

AMCs are not currently required to register in Ohio. The Appraisal Subcommittee has been charged with overseeing the state’s requirement to register AMCs. Ohio and the other affected states have three years after federal regulators prescribe rules in final form to adopt similar laws and rules governing AMCs. At this time, the federal regulators have not prescribed final rules.

In addition, Ohio has not passed AMC legislation. Last May, the 128th General Assembly introduced House Bill (HB) 515 which would have resulted in the Division’s regulation of AMCs. HB 515 did not pass prior to the conclusion of the 128th General Assembly’s term. However, the Division has recently met with State Representative Steven Slesnick, sponsor of HB 515, and State Representative Troy Balderson to discuss the possibility of re-introducing legislation in the current General Assembly which would result in the Division’s regulation of AMCs. As a result, AMCs in Ohio are not currently required to take any new action until the General Assembly adopts specific laws to register and regulate them. We will have updates on our website and in our newsletter to keep our licensees up-to-date on any new developments.

For an overview of the Dodd-Frank Reform Act and the changes it will bring to Ohio’s appraiser program, please see the Division’s Winter 2011 newsletter.

Webcheck® Requirement: Clarification for Appraiser

Since January 1, 2007, all appraiser applicants for registration, licensure, or certification have been required to complete the Webcheck® process – a criminal background check of both state and national records – before the Division can consider them for examination. It is very important to follow the Webcheck® instructions included in the appraiser registration, license, and certification application to ensure that you complete the procedure properly and avoid delaying the Division’s review and approval process.

The most common mistakes the Division encounters upon reviewing applications from potential appraisers are:

Common Applicant Mistake #1:

Timeline for Having Fingerprints Taken

- Incorrect Process: Applicants have their fingerprints taken before submitting their application to the Division.
- Correct Process: Applicants must have their fingerprints taken within 10 days after submitting their application to the Division – not before they file it.

Common Appraiser Applicant Mistake #2:

Submitting Webcheck® Results to the Division

- Incorrect Process: Applicants send their Webcheck® results to the Division themselves.
- Correct Process: Applicants must instruct the Webcheck® user to have the Bureau of Criminal Identification and Investigation (BCI&I) send the results of both their state and national criminal records directly to the Division. The Division cannot accept results sent directly from the applicant.

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Webcheck® Requirement continued...

To ensure proper compliance with the Webcheck® procedure, please be sure to read the instructions included in the appraiser registration, license, and certification application and/or the administrative rule outlined in Ohio Administrative Code 1301:11-3-08.

For Your Information

Reminder about Gifts and Ohio's Ethics Laws

Employees of the Ohio Division of Real Estate and Professional Licensing take pride in their hard work and appreciate recognition from those they serve for a job well done. If you would like to acknowledge members of the Division for their service, please do not send them physical gifts. State employees are prohibited from accepting gifts for the performance of their duties per Ohio Ethics Law. All gifts sent to public employees must be returned to the sender. You are, however, welcome to send Division employees a written expression of thanks – an accolade that will remain in the employee's file for the duration of their public service and something that any employee would deeply cherish.

Complaint Mediation: What are the benefits?

The Division receives hundreds of complaints each year against real estate brokers and salespeople. Since it often takes several months to conduct a thorough investigation of the complaints it receives, the Division offers the complainant and the respondent the option of entering into mediation – an informal and confidential way for parties to resolve disputes quickly and inexpensively with the help of a neutral mediator. Mediation often results in a resolution within one day, allowing participants to save time and money and to prevent unnecessary stress.

The mediation process is voluntary; therefore, both parties must agree in writing to participate in mediation. After it receives a complaint and determines that it falls within its regulatory authority, the Division will ask the parties associated with the complaint if they are interested in mediation. If the parties agree to attend mediation, a trained Division mediator will lead the discussion. The mediator will allow the parties an opportunity to describe the issue from each of their points of view and will facilitate the discussion between the parties without arriving at any judgments or conclusions. The mediator's role is to ask questions and assist in negotiations between the parties to help them work out their own solutions to problems. The mediator's role is not to decide who is right or wrong or to issue a decision.



If the parties reach an agreement, the mediator will prepare an accommodation agreement that will outline the terms and explain the duties of each party. The parties will sign the agreement, which will bind them to the agreed upon resolution. When the terms of the agreement are satisfied, the Division will close the investigation and take no further action. If an agreement is not reached during mediation or if the parties fail to comply with the terms of the mediation agreement, the Division will continue with a formal investigation.

The Division's mediation brochure may help you determine if mediation is a good option for you. To schedule mediation or to hear more about the mediation process, please contact the Division's enforcement section at 614-466-4100.

Appraiser Disciplinary Actions

Listed below are the Appraiser Disciplinary Actions for December 2010 to February 2011. Details of each action can be found on the website at: <http://www.com.ohio.gov/documents/Spring11appraiserdiscipline.pdf>

SUSPENSIONS, FINES, ADDITIONAL EDUCATION AND REPRIMANDS

Suzanne Knopp	Certified Residential Appraiser	Vandalia
Scott Stieber	Certified Residential Appraiser	Cincinnati

Real Estate Disciplinary Actions

Listed below are the Real Estate Disciplinary Actions for December 2010 to February 2011. Details of each action can be found on the website at: <http://www.com.ohio.gov/documents/Spring11REdiscipline.pdf>

REVOCATIONS/PERMANENT SURRENDER/RESIGNATIONS

Jodie Marie Holtsberry	Salesperson	Lima
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SUSPENSIONS, FINES, EDUCATION and REPRIMANDS

Randy J. Belden	Broker	Columbus
Cynthia A. Bender	Broker	Akron
Karla M. Callahan	Salesperson	Rocky River
Edith Connell	Salesperson	Springfield
Midge Dershak	Salesperson	Strongsville
Hanford L. Dixon	Broker	Willoughby
Anthony F. Geraci	Broker	Highland Heights
John Michael Hart	Broker	Springfield
Kathie J. Lutz	Broker	Garrettsville
Pierce T. Newland	Salesperson	Springfield
Karl E. Nussbaum	Salesperson	Dalton
Sheila B. Rosen-Schiff	Salesperson	Solon
Christy T. Whitfield	Salesperson	Middleburg Heights

UNLICENSED ACTIVITY

Aishia Johnson	Columbus
M & A Property Management Company	Columbus
Robert W. Vires	Maineville
Waterstone Properties, LLC	Maineville

Meet the Division's Operations Section

The Division's Operations Section is a fundamental component of the Real Estate team. As the first point-of-contact for all paperwork and fees received, this four-person section initiates the Division's real estate licensing and enforcement processing functions by opening mail, logging payments received, and scanning documents into licensees' files and into work-flow queues for Division staff to access. The section's main goal is to maintain efficiency for the entire office and to assist licensees whenever possible.

- Jonathan Tindor became a member of the Operations team in July, 2010. He is the Division's primary reproduction operator who scans all paperwork received by the Division into an electronic filing database. In addition, Jonathan assists with records retention for the entire Division.

- Stacey Adams came to the Division in January, 2010, but has been part of the Department of Commerce since December, 2007. Stacey serves as the office administrator for the Division and assists other Division sections when needed.

- Matt Farschman joined the Division in October, 2009.

He is responsible for opening mail received by the Division, for resolving payment issues with licensees, and for logging all payments received into the Division's information database.

- Adam Eltrich joined the Division in October, 2008, and became the Operations Manager in December, 2008. Adam oversees the operations section and serves as the fiscal, human resources, and IT liaisons for the Division.



From left to right: Jonathan Tindor, Stacey Adams, Matt Farschman, and Adam Eltrich



Department of Commerce

Division of Real Estate & Professional Licensing

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Department of Commerce
Division of Real Estate and Professional Licensing
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Commission Members
David C. Paul, President
Terry Hankner, Vice President
Gary Froelich
Rosetta Hayes-Borders
Ann Thompson

Appraiser Board Members
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Patricia Costello, Vice Chair
Don Leto
C. Patrick McAllister
Ted McKinniss

The Division of Real Estate and Professional Licensing Newsletter is published by The Ohio Department of Commerce, Division of Real Estate and Professional Licensing. Karen Bowman, Editor.

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