



**The Ohio  
Department  
of Commerce**

Summer 2002

Division of

# Real Estate and Professional Licensing

◆ N E W S L E T T E R ◆

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GOVERNOR

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ACTING SUPERINTENDENT

## ◆ *RealPro Allows Renewal Process Improvement*

### Real Estate Licensees May Now Renew Online

The implementation of our new real estate licensure software, RealPro, has allowed the Division to take another step in improving the real estate license renewal process. On Monday, March 4, 2002, the Division of Real Estate and Professional Licensing went live with Online Renewal. This exciting feature provides real estate licensees with the ability to perform certain license renewals via the Internet.

An overwhelming majority of those who participated in our two-month trial program found online renewal to be easier and more convenient than renewing through the mail. In addition, using the online renewal reduces the amount of paperwork that must be handled by division staff, allowing them to be more efficient.

This new service, designed to streamline the renewal process by automatically filling out the renewal form, permits the licensee to pay all applicable fees and to submit the renewal electronically directly to the Division. The system instantly provides the user with a renewal confirmation for further peace of mind. The online system will save valuable time for licensees and for Division staff.

In order to utilize the Online Renewal, you will need the following:

- Access to the internet.
- Internet Explorer 5.0, Netscape 4.0 or other browser with 128-bit encryption software.
- To be renewing within the 60 days prior to your birthday. The Division will continue to mail you a renewal reminder that contains

your Personal Identification Number (PIN).

- To be processing either an active status to active status or an inactive status to inactive status renewal.
- Your file number—located on the left side of the renewal reminder above your name.
- Your PIN—located on the right

side of the renewal reminder below the barcode.

- A valid credit card—Visa or MasterCard only please.

Please visit our Web site at [www.com.state.oh.us/real](http://www.com.state.oh.us/real) to process your renewal. If you need any assistance completing your online renewal, please e-mail the Division at [repld@com.state.oh.us](mailto:repld@com.state.oh.us).

### Web Site Enhanced By More Features

As you may now know, the Division has enhanced its Web site at [www.com.state.oh.us/real](http://www.com.state.oh.us/real) by allowing you to look up your own file online. The new online lookup includes querying for licensees by name, by business name, by zip code or by county. This feature is among many others that are available 24 hours a day with the use of the Internet. We'd like to introduce you to some of these other features.

First, all of the Division's forms and applications are interactive and located on our Forms page. Each form is appropriately named, with specific instructions. Retrieving forms requires the use of *Adobe Acrobat Reader*, and a free download of it is available there. The Division encourages you to only use the latest forms from our Web site, as we may not accept outdated applications. After retrieving the form, just type in the requested information, then hit print—it's that easy!

Listed under Laws, Rules and Guidelines, you'll find a link to the Ohio Revised Code and the Ohio Administrative Code. As your very livelihood revolves around the laws and rules, it is especially beneficial for you to have them at your fingertips. We also have the Division's law book (Red Book) available for sale; please visit our Forms page for the Red Book Order Form.

Under our Publications and Bulletins link, we have archived all issues of the Division newsletter. You can read the latest newsletters before they even reach your brokerage office by mail! Reading our newsletter is a valuable tool for all licensees to stay current with any changes or information that we wish to express to our customers.

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## Web Site Features

*•continued from page one*

Many times the Division's telephone lines are busy. We understand this can be frustrating. To assist you, you can also e-mail to address your concerns, comments or questions, and we will respond to you promptly. Please see our site for contact information.

As the Division continues to progress on the Internet interface, you should expect even more enhancements to our Web site. We very strongly urge both our customers and consumers to utilize them.

Questions? Send us an email at [repld@com.state.oh.us](mailto:repld@com.state.oh.us).

## Red Book Updates Coming Soon

Because House Bill 272 made changes to Chapter 4735 of the Revised Code, the Division was required to change Chapter 1301:5 and Chapter 1301:11 of the Administrative Code. Filed on April 2, the changes to the Administrative Code will take effect the first part of June.

The Division is in contract with Anderson Publishing to produce updates to the Ohio Real Estate Laws and Rules (Red Book) that reflect these changes. The updates are expected to be available in July. If you already possess the current version of the Red Book, these updates will allow you to reuse your binder by replacing only the outdated portions. The complete new version may also be ordered from the Division.

Order forms may be downloaded from our Web site, [www.com.state.oh.us/real](http://www.com.state.oh.us/real). In the interim, you may access the current version of Chapter 4735 of the Revised Code from the Web site.

## Returned Licenses Placed on Inactive Status

The Division receives many questions concerning the status of licenses and the difference between being active and inactive. In the past, licensees had to reinstate their license by the end of the second year of their license being on deposit. Now, with the law changes of September 2000, licensees may have their broker return their license to the Division and remain inactive for an indefinite period of time. The requirement is to maintain the license by renewing yearly and keeping current on continuing education requirements.

We want to express to both brokers and salespeople that licenses returned to the Division will be placed in an inactive status and may remain in that status indefinitely as long as the license is renewed each year by the due date and the continuing education requirements are met. If a license is returned to the Division, that licensee is forbidden to act in the capacity of a real estate broker/salesperson. Should you wish to be active in real estate, file the appropriate reactivation application with the Division. A sample letter to salespeople for brokers returning licenses is on our Forms page of our Web site, [www.com.state.oh.us/real](http://www.com.state.oh.us/real).

Here's another important point: when a salesperson is terminated or leaves the brokerage, the broker must return the salesperson's license to the Superintendent immediately. Failure to do so shall be evidence of misconduct pursuant to Ohio Revised Code Section 4735.18(A)(6) as it incorporates Section 4735.13(B) and could result in disciplinary action. For more information on returned licenses, review Ohio Revised Code Section 4735.13 and Rule 1301:5-1-06 of the Administrative Code.

## Trust Accounts Have Special Requirements

To establish a trust account, you must submit a letter from your banking institution stating that a non-interest bearing "special" or "trust" account, including the account number, is established in your name or DBA. No other wording is acceptable. Deposit tickets and checks drawn on the account must bear the words "Trust Account" or "Special Account."

A broker may maintain his or her own funds in the special or trust account only when they are clearly identified as the broker's funds and they are for the following purposes:

1. If the financial institution requires a special minimum balance that must be maintained in order to keep the account open.
2. If the account maintained requires a service charge be paid for the account.

For further information on trust accounts, review Rules 1301:5-5-08 through 1301:5-5-23 of the Administrative Code.

## Change in Personnel

On June 10, Director Suhadolnik announced that Superintendent Lynne Hengle and Assistant Superintendent Rob Patchen are taking on other responsibilities in the Department of Commerce. Blaine Brockman was named Acting Superintendent until a permanent replacement is chosen. At the same time, Bill Damschroder was named Acting Assistant Superintendent for the Division.

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## Division Asks Licensees to Use Most Recent Forms, Available on Website

The Division continues to receive outdated forms mailed to the wrong address or wrong zip code, despite the fact that the most current versions of the forms are available to download on the Division Web site.

It is to the licensee's advantage to use the latest forms. There have been changes to forms recently, and many have been simplified.

Because the Web site is interactive, licensees can fill out forms online, then print them out. Licensees will find the

system convenient and time-saving.

Additionally, using the newer forms means that they will have the most current address on them. If the forms have the old Nationwide Plaza address or do not have the new zip code, delivery and processing of the forms may be delayed.

Visit the Division Web site at [www.com.state.oh.us/real](http://www.com.state.oh.us/real) to find all the latest forms and a wealth of other important information. If you need any assistance filling out or downloading forms, please e-mail the Division at [repld@com.state.oh.us](mailto:repld@com.state.oh.us).

## Continuing Education Reminders

Here are a few things to remember about continuing education:

- 30 hours of continuing education credit are due on your birthday every three years.
- You can find out when your continuing education is due from your annual renewal form. You may also visit the Division Web site and look up information about your license online.
- \* Be sure to submit continuing education correctly. Submit copies of certificates along with the most recent Real Estate Continuing Education Compliance form (R-109). Fill out the form with complete information, and don't forget to sign it.
- Send the form to the correct address. Using the wrong address or zip code may result in a delay in processing the form.
- Remember, you must take a minimum of three hours in core law, civil rights and canon of ethics each reporting period.
- It is your responsibility to maintain your own records prior to the submission of the 30-hour requirement to the Division. The Division does not keep copies of your certificates on file.
- Don't wait until the last minute to take classes or to submit them. Submit right when you complete the 30-hour requirement so that you don't miss a deadline.
- You may carry over up to 10 hours of continuing education credit to the next reporting period.
- You may take any approved continuing education course more than once.

## H.B. 272 Becomes Law; Three-Year Staggered Renewal Begins in 2004

House Bill 272, which addressed staggered license renewal, was passed and became effective April 5, 2002. This means that by 2004, the Real Estate Commission will put together all the necessary rules and procedures to switch to the new three-year cycle renewal system.

The Commission has already formed a committee of six experts in regulatory law, continuing education, licensing and information technology to implement the changes. The Division will keep licensees informed on the progress of the committee as it progresses.

The staggered renewal system, which will streamline paperwork and speed up renewals and transfers, will be phased in

over a three-year period, starting in 2004.

In 2004, licensees will renew their licenses for one, two, or three years, depending upon when their continuing education is due. The idea behind this measure is to get both renewals and continuing education due on the licensee's birthday every three years, making the process simpler to remember.

Thus if a licensee's continuing education is due in 2004, he or she will renew for three years and be on the three year schedule from then on.

If a licensee's continuing education is due in 2005, he or she will renew for one year, and if it is due in 2006, she or she will renew for two years. By 2006, all licensees will be on the staggered renewal system.

**RED LAW BOOKS  
ARE AVAILABLE**

They are available for purchase  
at a cost of \$13/copy.  
Check our Web site for the order form.

## Important Information About Appraiser Continuing Education

All certified and licensed appraisers are required to complete 14 classroom hours of approved appraisal continuing education instruction. The courses or seminars must be taken within one year immediately following the original issuance of a certification or license and every year during licensure. If a certificate holder or licensee fails to meet these requirements, then the certificate or license is automatically suspended. Each certificate holder or licensee has three months from the suspension date to satisfy and supply to the Superintendent evidence that the 14 hours of appraisal continuing education instruction has been satisfied or the certificate or license will be revoked.

### **Two Continuing Education Compliance Forms**

Appraisers must submit an "Appraiser Continuing Education Compliance Form" (A-92) if the education is taken and approved in Ohio. Appraisers must also submit a copy of the attendance certificate that verifies the date of the course offering and state certification to the Division to demonstrate completion of the required 14 classroom hours of appraisal continuing education.

Appraisers who complete 14 hours of appraisal continuing education out-of-state must complete an "Appraiser Out-of-State Compliance Form." The "Appraiser Out-of-State Compliance Form" requires the appraiser's name, address, certificate or license number and signature, as well as a copy of the attendance certificate; the name and signature of the school administrator; course title; the address or location where the course was conducted; and the name of the school sponsoring the course.

If you have completed your education at more than one school, please feel free to duplicate this form.

If the course is approved by the

Appraiser Board in your state of residence, please enclose a \$10.00 fee for this out-of-state compliance form. In the event the course is not approved by the Appraiser Board in your state of residence, please enclose a \$25.00 processing fee and an outline or syllabus for each non-approved course. Mail a check or money order made payable to: Ohio Division of Real Estate and Professional Licensing, 77 S. High St., 20th Floor, Columbus, Ohio 43215-6133. Both forms are available on the Division of Real Estate and Professional Licensing's Web site at [www.com.state.oh.us](http://www.com.state.oh.us).

### **Appraisal Qualification Board Adopts New USPAP Education Criteria**

The Appraisal Qualification Board adopted new criteria for Uniform Standards of Professional Appraisal Practice Education that all certified and licensed appraisers must complete and for qualifying instructors for the approved National USPAP Course.

Effective January 1, 2003, all state certified and state licensed appraisers are required to take seven classroom hours of instruction in an approved National USPAP Course or its equivalent every two years to maintain their certification or licensure. The National USPAP Course must have at least one instructor that has been certified through the AQB and is either a state certified residential real estate appraiser or state certified general real estate appraiser. Only the AQB Course Approval Program can determine if a course is equivalent to the approved National USPAP Course. An advisory committee consisting of qualified state regulatory officials will make equivalency recommendations to the AQB regarding specific courses.

Beginning January 1, 2003, all state certified and licensed appraisers must complete the approved National USPAP Course or its equivalent.

Appraisers are advised to verify if an instructor is an AQB Certified USPAP Instructor by searching the registry of

real property AQB Certified USPAP Instructors at the Appraisal Foundation Web site at [www.appraisalfoundation.org](http://www.appraisalfoundation.org).

### **Prequalifying USPAP Education**

Currently, an appraiser applicant must complete a 15 classroom hour course for the USPAP as a prerequisite for sitting for the appraiser certification/licensing examination. Beginning on January 1, 2003, for an applicant to satisfy USPAP prequalifying education, the 15 classroom hour USPAP course must be an AQB National USPAP approved course with at least one instructor who is an approved AQB certified instructor and holds a state certified or general real estate appraiser certificate.

### **AQB Certified USPAP Instructor**

Each instructor who desires to become an AQB certified USPAP Instructor must complete the USPAP Instructor Training Course Enrollment Form before being able to take the two and a half day USPAP Instructor Course and Examination. The Enrollment Forms are available on the Appraisal Foundation Web site at [www.appraisalfoundation.org](http://www.appraisalfoundation.org).

The prerequisites for becoming an AQB Certified USPAP Instructor are as follows: (a) have at least seven years of appraisal experience in any discipline, and (b) have at least 35 classroom hours of appraisal teaching experience within the last five years.

Each instructor approved as an AQB Certified USPAP Instructor also must complete a seven classroom hour USPAP update for Instructors Course and pass an exam once every two years to be renewed as an AQB certified Instructor.

If any additional information is needed regarding the criteria changes that become effective January 1, 2003, or the interpretation regarding the two year USPAP seven classroom hours of continuing education needed, please contact Monica Kleso at 1-202-624-3050 or [mavis@appraisalfoundation.org](mailto:mavis@appraisalfoundation.org).

# Appraiser Disciplinary Actions

**LARRY ALBAN** (RA), a state-residential real estate licensed appraiser from Columbus was found to have violated Ohio Revised Code Section 4763.11(G)(4) and (5) as it incorporates the Uniform Standards of Professional Appraisal Practice, Standard Rules 1-1(c), 1-2(b) and (c), 1-5(b), 2-2 and 2-2(a)(v). For these violations Larry Alban was issued a written reprimand and suspended for 60 days. Alban failed to prominently state which reporting option was used in four appraisal reports, failed to address the sales history in five appraisal reports and otherwise rendered appraisal service in a careless and negligent manner. He was also ordered by the Appraisal Board to complete within 90 days a 15 hour course in the Uniform Standards of Professional Appraisal Practice and a 15 hour course in the Sales Comparisons Approach to Value which cannot be used for credit for the 14 hours of annually required appraisal continuing education.

**JAMES MYERS** (RA), a state-residential real estate licensed appraiser from Rocky River was found to have violated Ohio

Revised Code Section 4763.11(G)(5) and (6) and (7) as it incorporates the Uniform Standards of Professional Appraisal Practice, Standard Rules 1-1(c), 1-4(a), 2-1(a),(b) and 2-2. For these violations James C. Myers was issued a written reprimand, was suspended for five days, was admonished to investigate recent re-sales of the subject property and to document any findings in the appraisal report. He was also ordered by the Appraisal Board to complete a 15 hour course in the Uniform Standards of Professional Appraisal Practice and a 15 hour course in the Sales Comparisons Approach to Value within 90 days of the Board's order that cannot be used for credit for the 14 hours of annually required appraisal continuing education. Myers developed and communicated an appraisal report that failed to disclose or consider the relevant prior transfers of comparable sales used in determining the value of the subject property and failed to prominently state the reporting option used in the appraisal report. The Appraiser Board indicated this conduct

clearly demonstrated a lack of due diligence in the development of the appraisal report.

**JULIE E. CASERTA** (ARA), a state registered real estate appraiser assistant, was found to have violated Ohio Revised Code 4763.13(c) as it incorporates the Uniform Standards of Professional Appraisal Practice, Standard Rule 2-1(a). For these violations, Caserta was issued a written reprimand and admonished to refrain from signing an appraisal report unless she indicates she is a state registered real estate appraiser assistant who participated in the development of the report and agrees with the appraisal process being conducted and that the report has been completed in an appropriate manner. Caserta failed to properly identify her state-registered real estate assistant status in an appraisal report she developed while under the supervision of a state-licensed appraiser. She signed an appraisal report that was not completed in an appropriate manner and employed a methodology with which she did not agree.

## Who Represents the Client within a Brokerage Team?

Recently there has been a substantial increase in brokerage "teams" or "teaming," along with questions concerning compliance with agency laws. The benefit of a teaming arrangement is clear; licensees work in concert to provide the highest level of service to clients. Yet you may be wondering exactly which team members represent the client.

Here are the criteria for representation. Once an agency relationship is created:

- The agent's brokerage and brokerage management level licensees who have direct supervisory responsibility over the agent are also agents of the client.
- Any licensee within the brokerage

who receives confidential information from the agent is also an agent of the client.

- Any licensee who assists or has assisted in establishing the agency relationship is an agent of the client.

If you have a team member that does not fall within one of the above criteria, then that team member is not an agent of the client. If you want that team member to become an agent of the client, the client must specifically appoint the team member as an agent.

To avoid confusing a client about agency representation, the Division recommends the name of each team member who will be representing the

client be added to the agency disclosure form. This ensures that the client has written disclosure and acknowledges the agency relationship. Licensees cannot, however, include only the team name on the agency disclosure form, as the team is not a licensed entity and cannot represent clients. Of course, the agency disclosure form must be presented and signed pursuant to Section 4735.57 and 4735.58 of the Revised Code.

For licensees' convenience, the Division has modified the agency disclosure form to accommodate multiple agent names. The new form will become law in mid June of 2002 and will be available on the Division's Web site.

### ATTENTION BROKERS!

***If you have a branch office not receiving this newsletter, contact our Web site at [www.com.state.oh.us/real](http://www.com.state.oh.us/real)***



# Real Estate Disciplinary Actions

## SUSPENSIONS, FINES, EDUCATION

**DONALD W. WALTERS**, a sales associate from Centerville, was required to complete and to submit to the Division proof of completion of three hours of agency education for violating Ohio Revised Code Section 4735.18(A)(6) as that section incorporates Ohio Administrative Code Section 1301:5-6-06(B). Walters presented an agency disclosure to a buyer, who refused to sign the form. Upon the refusal, Walters failed to note on the form to whom it was presented, the reasons for the refusal, and the date and time the form was presented.

**MICHAEL P. SENTER**, a sales associate from Ludlow Falls, had a \$300 fine levied against his license, and he was required to complete and to submit to the Division proof of completion of the 10 hour sales post-licensure course for violating Ohio Revised Code Section 4735.18(A)(21). Senter marketed and advertised a property as consisting of 1.9 acres in size, when, in fact, the property was only 1.6 acres in size.

**THOMAS L. THACKER**, a broker from Fairborn, had a \$500 fine levied against his license for violating Ohio Revised Code Section 4735.18(A)(31). Thacker failed to pay a salesperson their earned share of a commission within a reasonable time.

**DEBRA S. JAMES**, a sales associate from Akron, received a 10 day suspension of her license, which commenced on March 8, 2002, for violating Ohio Revised Code Section 4735.18(A)(6). In addition, she was fined \$750, and she was required to complete and to submit proof of completion of the 10 hour sales post-licensure course. James, at the time of listing a property, had an ownership interest in the property and failed to disclose this ownership interest status.

**VELVA DUNN**, a sales associate from Westerville, had a \$200 fine levied against her license, and she was required to complete and to submit to the Division proof of completion of the 10 hour sales post-licensure course for violating Ohio Revised Code Section 4735.18(A)(6) as that section incorporates Ohio Revised Code Section 4735.61. Dunn falsely represented to a seller that she was giving the seller all of the details and information about an inducement she

was offering. Dunn, however, did not disclose all of the conditions of the inducement that would have caused Dunn to pay for painting work done to the property. The seller ultimately paid for the painting work.

**DePIERO & ASSOC., INC.**, Corporation of Parma, had a \$500 fine levied against the corporate license for violating Ohio Revised Code Section 4735.18(A)(6) as that section incorporates Ohio Revised Code Section 4735.18(A)(34). The corporation, by and through the actions of an employee, permitted an employee to conduct representative real estate activity at a time when the employee's license was under suspension. In addition, the corporation was found to have violated Ohio Revised Code Section 4735.18(A)(6) by failing to properly oversee the timely deposit of earnest money, but no penalty was imposed for this violation.

**GERALD A. DePIERO**, a broker from Parma had a \$500 fine levied against his license for violating Ohio Revised Code Section 4735.18(A)(6) as that section incorporates Ohio Revised Code Section 4735.18(A)(34). DePiero permitted an employee of the brokerage to conduct representative real estate activity at a time when the employee's license was under suspension. In addition, he was found to have violated Ohio Revised Code Section 4735.18(A)(6), by failing to properly oversee the timely deposit of earnest money, but no penalty was imposed for this violation.

**ROBERT E. CECIL**, a broker from Logan, had a \$300 fine levied against his license for violating Ohio Revised Code Section 4735.18(A)(14). Cecil presented an offer to purchase contract on behalf of a buyer. When Cecil received the offer back, he misread it as an acceptance of the offer. He informed his buyers that it was an acceptance, when in fact it was a rejection. As a concession, he offered the buyers a sum of money upon closing; however, he failed to disclose this offer in the contract.

**HAROLD W. LONG**, a sales associate from Harrison, received a 30 day suspension of his license, to be served upon reactivation of his license. In addition, he was fined \$300 and was ordered to complete and to submit proof of comple-

tion of the 10 hour sales post-licensure course. Long received these disciplinary sanctions for violating Ohio Revised Code Section 4735.18(A)(6). Long caused his clients to purchase a lot other than the lot they thought they had purchased because he failed to determine the lot's true location.

## No Cease and Desist Orders Issued

Acting as a real estate agent without a real estate license violates Section 4735.99 of the Ohio Revised Code and is a first degree misdemeanor. Despite this prohibition, the Division still finds evidence that unlicensed people and companies engage in activities requiring a license. Most often, the Division issues Cease and Desist Orders in these cases. If offenders continue to engage in the unlicensed conduct, the Division may ask the appropriate local prosecutor to consider initiating criminal action.

Since the last newsletter, no individuals or companies have been issued Cease and Desist Orders.

## Division Changes Zip Code

**Effective immediately, all correspondence to be delivered to the Division in Columbus must have all nine digits of their newly assigned zip code:**

**43215-6133**

**While mail with the old zip code will still be delivered, the Division urges everyone to use the new zip code right away to avoid delays or returns.**

# Be Aware of Differences in Written Company Policy for Brokerage and Company Policy on Agency

Division audits of real estate brokerages are revealing confusion in the industry about the differences between several statutory requirements within brokerage company policies. The Division would like to highlight the “Written Company Policy for Brokerage” and the “Company Policy on Agency,” as well as the statutory requirements of each.

The “Written Company Policy for Brokerage” is required pursuant to Section 4735.54 of the Revised Code. Maintained by the brokerage, it details the brokerage policies with respect to agency, dual agency and the protection of confidential information. Brokers should reference Rule 1301:5-6-03 of the Administrative Code for a list of the information that must be included in this policy. Although some brokers may choose to routinely provide a copy of this policy to clients, the broker is only required by license law to provide a copy upon client request.

On May 1, 2002, the Division’s enforcement section implemented a procedure to help ensure broker compliance with the “Written Company Policy for Brokerage.” When an investigator schedules an audit, a confirmation letter and a company policy checklist will be facsimiled to the brokerage. This checklist should be reviewed and completed by the brokerage prior to the scheduled date of the audit. During the audit, the investigator will review the checklist with a management level licensee and provide assistance if the brokerage is not compliant with license law.

The “Company Policy on Agency” is required pursuant to Section 4735.56 of the Revised Code. Generally, this policy must include information regarding the brokerage’s policy on cooperation and compensation of a subagent, seller’s or purchaser’s agents; the possibility for in-company transactions, the possibility of dual agency; and disclosure that the

purchaser’s agent represents the buyer even if the seller may be compensating the purchaser’s agent. This policy must be in writing and must be given to the client prior to performing any act as an agent of the client. License law does not dictate any specific form to be used; however, the burden is on the licensee to prove disclosure was indeed provided to the client. Consequently, most brokerages incorporate this policy into their listing agreement, buyer’s agency agreement, property management agreement or informational pamphlet. For additional information on this policy, brokers should review Rule 1301:5-6-05 of the Administrative Code.

In short, the rule of thumb is to make sure the brokerage maintains both policies in accordance with the provisions of license law and provides a copy of the “Company Policy of Agency” to the client prior to performing any agency activities on behalf of the client.

## The Division Needs Your Current Address

### **Home Address Changes**

If you move, please fill out the Real Estate Home Address Change Form. An accurate address facilitates the process of staggered Real Estate License renewals. The Division must maintain an accurate home address and phone number record for each licensee. This form is available on our Web site at [www.com.stat.oh.us/real](http://www.com.stat.oh.us/real) or you may e-mail to [slniemey@com.state.oh.us](mailto:slniemey@com.state.oh.us).

### **Business Address Changes**

If you relocate your business, please fill out the Real Estate Multiple Change Application. It is essential that the Division have a correct address and phone number on file.

Address changes are a free service, courtesy of the Division.

## Where Do You Want to Go Today? Make The Division Web Site Your Destination

Keep the Division’s Web site address, [www.com.state.oh.us/real](http://www.com.state.oh.us/real), handy at all times. Save it in your list of favorites, or even set it as your home page! So much information is available, and it’s only a few mouse-clicks away.

Here’s a sample of the services and current information available to you 24 hours a day, seven days a week:

- Renew your Real Estate license online
- Look up your current license information
  - License status
  - Original issue date
  - License expiration date
  - Continuing Education due date
  - Current address information
- Download and easily fill out forms

- E-mail the Division with questions or concerns
- Retrieve publications and bulletins, including the Division’s newsletter
- Access the laws and rules governing your industry
- Fill out a complaint form against a licensee
- View a Fee Schedule
- Review the Division’s Frequently Asked Questions

# Avoid Delays by Reviewing Your Application

The Ohio Administrative Code section 1301:5-1-4(C) states,“(c) Upon notice from the Division of Real Estate that an application is incomplete or incorrect as filed, the applicant shall within 30 days of the date of the last such notice submit to the Division a corrected application or the additional information requested.”

To avoid the delay of your license application, thoroughly review the application prior to submission. If for some reason a deficiency notice is sent requesting additional information or fees, please respond immediately. Failure to do so will result in the forfeiture of the previously submitted applications and fees.

If you have questions you can e-mail the Division at [repld@com.state.oh.us](mailto:repld@com.state.oh.us) or fax to (614) 644-0584.

## Attention Licensees and Brokers!

**Please use the most recent versions of all forms and applications.  
They can be downloaded from the Division Web site at  
[www.com.state.oh.us/real](http://www.com.state.oh.us/real)**



**The Ohio  
Department  
of Commerce**

State of Ohio  
Department of Commerce  
Division of Real Estate and Professional Licensing  
77 South High Street, 20th Floor  
Columbus, OH 43215-6133

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