



**STATE OF WASHINGTON
DEPARTMENT OF LICENSING
REAM ESTATE COMMISSION
MEETING AGENDA**

DATE: Thursday, August 15, 2024
TIME: 10:00 a.m.
LOCATION: Hybrid
In person: South Puget Sound Community College, Lacey
Campus - Room 188
4220 6th Ave SE
Lacey WA 98503
Virtual via Microsoft Teams

BOARD MEMBERS: Jennifer Clawson, Chair, Assistant Director
Eddie Chang, Vice Chair
Casey Brazil, Commissioner
Keith Bruce-Jones, Commissioner
Shelly Schmitz, Commissioner

STAFF MEMBERS: Nathan Buck, Investigations Supervisor
Jessica Koenig, Legal Services Manager
Tanya Hessler, Program Manager
Debra Allen-Bâ, Assistant Administrator
Taylor Hughes, Management Analyst
Sandy Baur, Program Specialist
Saundra Schaefer, Program Specialist

1. Call to Order

Chair Jennifer Clawson called the meeting to order at **10:00 a.m.**

2. Roll Call

Program specialist Saundra Schaefer conducted roll call. All commissioners were present.

3. Approval of Agenda

Vice Chair Eddie Chang made a **MOTION** to approve the agenda as presented. Commissioner Keith Bruce-Jones **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

4. Approval of Minutes

4.1. Approval of May 16, 2024 Minutes

Vice Chair Eddie Chang made a **MOTION** to approve the agenda as presented. Commissioner Brazil **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

5. Awards/Recognition

5.1. Recognition of Sabrina Jones-Schroeder's Service

Members of the Commission and staff will recognize Commissioner Jones-Schroeder's six years of service to the Commission.

Commissioners and staff shared their appreciation for former Commissioner Jones-Schroeder's service. Ms. Jones-Schroeder thanked the commission and staff for their efforts and said there was still hard work to come for the industry.

6. Old Business

6.1. Staffing Level Updates

Chair Clawson will provide an update on the staffing of the Department of Licensing (DOL) customer support teams.

Chair Clawson shared updates regarding department staffing for the Real Estate licensing program and the associated service impacts. She said DOL was in the process of hiring additional team members to support the licensing, investigations, and auditing functions of the program. She said the program's fund balance was able to sustain the additional personnel, and that additional spending authority had been secured from the legislature to allow for the increased expenditures. She hoped to be able to report on the results of the increased staffing by the next commission meeting.

7. New Business

7.1. Housing Market Report

Guest Speaker Steven Bourassa will be available to answer Commissioner questions on the report.

Program Specialist Sandy Baur introduced Steven Bourassa from the University of Washington's Washington Center for Real Estate Research (WCRER).

Mr. Bourassa gave a presentation discussing changes made to the Housing Market Report

7.2. License Reciprocity

DOL staff will provide an update on license reciprocity for industry professionals moving to Washington State.

Ms. Baur introduced this item and Program Specialist Jason Lenn.

Mr. Lenn thanked the commission for the invitation to talk about the work he has done in the past year. Last year when he spoke to the Commission, he talked about expedited licensure for the military community. Over the last year, the department put in a lot of work to ensure federal compliance requiring acceptance of licensure when licensees move due to military orders. The work is intended to help reduce that time and help them get to work sooner. He then said that the department is in compliance and is beginning to see a payoff. He further explained the process for service members and spouses to become licensed sooner. This applies to all licensing agencies and the department has received a lot of praise from people in this area. DOL is setting the standard.

7.3. Composition of Subcommittees

The Commission will discuss subcommittees to determine if the work is still relevant and whether new membership is needed. To allow new commissioners to participate, membership will be voted on during the November meeting.

The Commission deferred this discussion to a future meeting to be determined after new Commissioners have been appointed.

8. Reports

Report-outs and/or data will be shared on the following topics.

8.1. Subcommittee Reports

8.1.1. Education Subcommittee

Commissioner Brazil Provided a summary of Subcommittee work since the last meeting including reviewing curriculum requirement changes outlined in a recent memo from Professional Service Industries (PSI) regarding broker and managing brokers, monitoring the pass/fail rate trends over time.

Commissioner Brazil also provided an update on the upcoming ARELLO conference and said the Subcommittee would continue to look into the option for educators to receive continuing education credits for certain classes they teach.

8.1.2. Licensed Transaction Coordinator Subcommittee

Ms. Baur said the subcommittee had not met since the last Commission meeting. She said staff and the Subcommittee members continued to research RCW and WAC in relation to transaction coordinators.

8.1.3. Team Names Subcommittee

Vice Chair Chang said the Subcommittee had identified the issues that they wanted to be fixed and would begin drafting a list of ideal changes needed. He said hopefully the changes could be made through rulemaking, rather than a change to statute, which would require legislation.

8.1.4. Senate Bill (SB) 5399 Subcommittee

Vice Chair Chang thanked Management Analyst Taylor Hughes for all the work she had done. He outlined what a *future right to list contract* was, and why the bill was impactful to consumers.

Vice Chair Chang said Ms. Hughes had gathered data from over 30 states and various other entities, and that she and the Subcommittee would be building the report over the next six-eight weeks.

8.2. Central Investigations and Audits Unit & Regulatory Compliance Unit

8.2.1. Complaint Case Count

Investigations Supervisor Nathan Buck reviewed the Complaint Case Count Report with the Commission.

8.2.2. Top Complaints by Type

Mr. Buck reviewed the common complaints that come into the intake unit.

Vice Chair Chang asked for clarification on the potential violation of “Failure to advertise by adding firm name as licensed” and Mr. Buck provided additional information.

8.2.3. Common Remedies Following Investigation

Legal Services Manager Jessica Koenig reviewed the most common sanctions imposed by her unit.

8.3. Licensee and Customer Support Services

8.3.1. Licensee Count Reports

Ms. Baur reviewed the Licensee Count Reports with the Commission.

8.3.2. Customer Call & Email Data

Ms. Baur reviewed customer call and email data with the Commission.

8.4. Boards, Commissions, and Outreach Unit

8.4.1. Review of Master Action Items List

Ms. Schaefer reviewed the Master Action Item List with the Commission.

9. Public Comments

The public may address the Commission on matters within the Commission’s jurisdiction, either verbally during the meeting or by submitting written comments. Verbal comments are limited to one three-minute comment. Written comments are limited to no more than 500 words and must be emailed to DOLBoards@dol.wa.gov no less than two business days prior to the meeting with the subject line “Public Comment: Real Estate Commission.” In response to all public comments, the Commission is limited to requesting that the matter be added to a future agenda for discussion or

directing staff to study the matter further. Inflammatory comments and language will not be permitted.

Mary Hull-Drury, Government Affairs Director of Washington REALTORS (WR), addressed the Commission and said that WR was supportive of the potential legislation to continue funding research conducted by WCRER. She said they were working closely with the University of Washington on it. She also requested the licensing data and meeting packet to be posted on the Commission's website for ease of access for members of the public. She said the data was useful to the public and that she appreciated that DOL separated out licensees by age in the licensee count report.

10. Conclusion

10.1. Announcements

Ms. Baur announced that all meeting materials were available upon request by emailing DOLBoards@dol.wa.gov.

Commissioner Brazil thanked staff for coordinating an in-person meeting.

10.2. Requests for Future Agenda Items

None.

10.3. Review of New Action Items and Agenda Items for Next Meeting

No new action or agenda items.

11. Adjournment

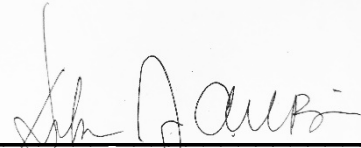
Chair Clawson adjourned the meeting at **11:08 a.m.**

Next Commission Meeting:

November 14, 2024

10:00 a.m.

Virtual via Microsoft Teams

Submitted by: 
Debra Allen-Bâ, Assistant Administrator

11/14/2024
Date

Approved by: Jennifer Clawson
Jennifer Clawson, Commission Chair

11-22-2024
Date