



**STATE OF WASHINGTON  
DEPARTMENT OF LICENSING  
REAL ESTATE COMMISSION  
MEETING MINUTES**

**DATE:** Thursday, November 14, 2024  
**TIME:** 10:00 a.m.  
**LOCATION:** 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 Shelly Schmitz **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

#### 4. Approval of Minutes

##### 4.1. Approval of August 15, 2024 Minutes

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

#### 5. Awards/Recognition

*None.*

#### 6. Old Business

##### 6.1. Staffing Update

Chair Jennifer Clawson shared an update on new additions to Customer Support staff.

The Licensing and Customer Support Team has added a customer service specialist to assist with phones and emails, and two professional licensing representatives. The addition of these positions has assisted in a 21 day turn around for application processing. This is still an area for improvement but has increased efficiency in processing times.

The Complaints, Investigations, and Audits Unit has several vacancies due to retirements and promotions. One investigator started on October 16<sup>th</sup> and is still currently in training. The Department of Licensing will continue to recruit for positions in this area to increase response time to complaints.

#### 7. New Business

##### 7.1. 2025 Calendar Review and Approval

*Staff will present the proposed 2024 calendar of Board meetings.*

Ms. Schaefer shared the proposed 2025 meeting dates for the Commission's approval. Vice Chair Chang asked for clarification on whether there would still be an in-person meeting. Program Specialist Sandy Baur confirmed that there would be an in-person meeting proposed in May of 2025 for the summer meeting.

Vice Chair Chang made a **MOTION** to approve the 2025 calendar as presented, Commissioner Schmitz **SECONDED** the motion, and it was **APPROVED** by a vote of 5-0.

##### 7.2. Annual Election of Vice Chair

*The Commission will elect a Vice Chair to serve for one year.*

Ms. Schaefer shared the rules for nominating a Vice Chair.

Chair Clawson opened the floor for nominations.

Vice Chair Chang was nominated by Commissioner Casey Brazil.

Commissioner Brazil made a **MOTION** to approve Eddie Chang as the Vice Chair, Commissioner Keith Bruce-Jones **SECONDS**, Vice Chair Chang **ABSTAINS**, the motion is **APPROVED** by a vote of 4-0.

## **8. Reports**

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

### **8.1. Subcommittee Reports**

#### **8.1.1. Education Subcommittee**

Commissioner Schmitz shared that the subcommittee is preparing for an ongoing review of the CORE curriculum. They will review the real estate advanced practice, Washington real estate law, business management, and brokerage management.

Commissioner Schmitz shared a summary of the most recent pass/ fail rates from this quarter.

Commissioner Schmitz also shared out on the ARELLO (Association of Real Estate Licensed Law Officials) Conference.

#### **8.1.2. Record Keeper Definition Subcommittee**

Commissioner Bruce-Jones and Commissioner Brazil have been discussing potential utilization of Northwest Multiple Listing Service to increase communication with trainers to help set up transaction desks to better meet the needs of the DOL for audits and for announcements.

#### **8.1.3. Team Names Subcommittee**

Commissioner Schmitz shared that additional information is needed from DOL leadership to establish a plan for next steps. There are questions regarding how many changes can be made to the statute. This will require multiple conversations in 2025 to have better direction.

#### **8.1.4. Transaction Coordinator Subcommittee**

Commissioner Bruce-Jones shared that this will be updated in 2025. Sandy shared these meetings will be paused until 2025 due to vacancies on the commission.

#### **8.1.5. Senate Bill (SB) 5399 Subcommittee**

Vice Chair Chang shared an update on Senate Bill 5399. The detailed report was submitted to legislature and the subcommittees work is now complete.

### **8.2. Central Investigations and Audits Unit (CIAU) / Regulatory Compliance, UCC & Firearms (RCUF)**

#### **8.2.1. Complaint Case Count Reports**

Investigations Supervisor Nathan Buck provided the Complaint Case Reports

### **8.2.2. Top Complaints by Type Report**

Ms. Baur provided the Top Complaints by Type Report

## **8.3. Licensee and Customer Support Services (LCSS)**

### **8.3.1. Licensee Count Reports**

Ms. Baur provided the Licensee Count Report

### **8.3.2. Customer Call & Email Data**

Ms. Baur provided the Call & Email Data

### **8.3.3. Pass/Fail Rate Reports**

Ms. Baur provided the Pass/Fail Rate Report

## **8.4. Boards, Commissions, and Outreach (BCO)**

### **8.4.1. Housing Market Report**

Ms. Baur provided the Housing Market Report

### **8.4.2. Review of Master Action Item List**

Ms. Schaefer reviewed the Master Action Item List

## **9. Public Comments (Page 62)**

Mary Hull-Drury, Government Affairs Director of Washington REALTORS (WR), addressed the Commission and requested that the licensing data be included in the WCRER report. She shared that this data might be interesting to the commission regarding budgeting, and to the industry, to determine as a licensed population where things are at.

Jason Goold, a designated broker, addressed the commission about a potential loophole in the enforcement of property management regulations listed in RCW 1885. He felt unlicensed property managers may have an unfair advantage.

Kathy Bailey, a Real Estate Transaction Coordinator, addressed the commission and requested that more information be provided to Real Estate Brokerages about the duties of a Transaction Coordinator. She would like clear definitions of what real estate brokerage services are.

## **10. Conclusion**

### **10.1. Announcements**

None.

### **10.2. Requests for Future Agenda Items**

- Request for discussion of in-person meetings in 2025
- Request for discussion on attendance at the April ARELLO conference
- Request for discussion on Property Management System Loophole

### **10.3. Review of Action Items**

- AAG determination regarding whether completed case files can be published publicly. Ms. Baur and Chair Clawson addressed this matter.
- WCRER Report: Include licensing data/ trends in the report
- Commission staff will ensure that Bill Dutra will be able to attend the next Team Names Subcommittee meeting and resend the meeting invites.

- Sandy will provide an update on whether we can publish violations to protect the consumer.

### 11. Adjournment

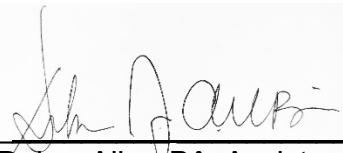
Chair Clawson adjourned the meeting at **11:02 a.m.**

### Next Commission Meeting:

Date: Thursday, February 13, 2025

Time: 10:00 a.m.

Location: Virtual via Microsoft Teams

Submitted by:   
Debra Allen-Bâ, Assistant Administrator

02/13/2025  
Date

Approved by:   
Jennifer Clawson, Commission Chair

03/13/2025  
Date