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March 11, 2003

Steve Fritts, Chairman  
Appraisal Subcommittee  
2000 K Street-Suite 310  
Washington, DC 20006



Dear Mr. Fritts:

Thank you for the kind remarks in your letter dated January 7, 2003, concerning the review of the Massachusetts appraiser regulatory program. This review was the first one I have experienced and quite honestly I was a bit worried about what to expect. The Subcommittee's staff, specifically, Kathryn Gearheard and Vicki Ledbetter were extremely professional and took great care to walk me through the process and alleviate my concerns. I feel that through their efforts Massachusetts and the Subcommittee will have a very positive relationship that will benefit both organizations.

Your letter indicates to me that the Subcommittee recognizes the difficulties the Massachusetts Board of Registration of Real Estate Appraisers has had in regard to staff over the past two years. As I am sure you were told, the Board did not have any staff for a year and prior to that only the assistance of a part-time person ten hours per week. I recognized the growing concerns of the Subcommittee and the dwindling services to the licensees. I have worked very hard to completely reorganize the processes of the Board so it can run more efficiently. A full time employee has been selected and assigned to the Board. I was very pleased to read in the letter that my efforts and those of the Board's legal counsel, Gail Gabriel, were recognized.

Among the processes that have been improved is the way in which complaint resolution is handled. The administrative *staff now* tracks all complaints from the time that the investigation is complete. Complaint data is entered into a database that incorporates a series of data tables. The tables are categorized by last action on the complaint. Each month a report is run. The tables incorporate all of the data into one Board report that is reviewed by the Board at each Board meeting. This ensures that complaints are not pending at the Board level for long periods; are quickly closed when they are dismissed; are tracked for compliance in the event of a consent agreement, advisory letter or probation; and quickly returned for further investigation when necessary.

If you have any further questions please do not hesitate to call me at 617-727-9936.

Sincerely,

Neal Feng