



STATE OF WEST VIRGINIA

REAL ESTATE APPRAISER LICENSING AND CERTIFICATION BOARD

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Virginia M. Gibbs, Chair
Appraisal Subcommittee
2000 K Street, NW, Suite 310

RE: August 20-21, 2008 Appraisal Subcommittee Review

Dear Ms. Gibbs,

We are in receipt of your letter of September 15, 2008, outlining the areas of concern the Board needs to address as a result of the review performed by the program managers.

The first three areas of concern must be dealt with by changes to our Legislative Rules. We are working with our assigned Senior Assistant Attorney General, Gregory Skinner, to draft the changes outlined in the review. As I'm sure you are aware, due to issues our Legislature is facing this session with respect to our economy, the legislative process may be slow. However, rest assured we will do everything we can to ensure the changes to our rules are at least addressed this session.

With respect to the fourth concern addressing the processing of complaints, the Board has made several changes in the way complaints are handled which, we hope, will speed up the process. I'm sure you understand that it is not always possible to process some complaints within the one-year time frame due to the complexity of the issues involved. In these cases, we are documenting in the file the status of the complaint and what we, as a Board, have done to try to get it to resolution.

I appreciate the time and effort the program managers take to ensure the review process is fair and objective and done with little or no disruption to our office and staff. I am always open to any suggestions they make that help keep our program in compliance.

Sincerely,

Sharron L. Knotts
Executive Director
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