



New Hampshire Real Estate Appraiser Board

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Kristen A. Eldridge
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Maureen M. Tully
Administrative Assistant

Mary E. Tully
Secretary

25 Capitol Street Room 426 Concord, NH 03301-6312 (603) 271-6186

28 March 2007

A)

Mr. Ben Henson - Executive Director
Appraisal Subcommittee
2000 K Street NW Room 310
Washington, DC 20006

MAR 30 2007

Dear Mr. Benson:

The New Hampshire Real Estate Appraiser Board wishes to express its thanks to you for extending the deadline regarding the Board's response to your letter of February 28, 2007. The NHREAB continues to work diligently in correcting the problems uncovered during the ASC field review last summer.

The Board has identified seven specific areas from your letter that need immediate attention. The response to each of those areas has been enclosed.

One of our Certified General Appraisers has been engaged to act as a Case Coordinator. In this capacity, she will help facilitate the complaint process by reviewing grievances as they are received and by assigning investigators as needed. She will communicate frequently with the Grievance Chair in an effort to resolve all grievances in a timely manner.

The rules revision, which includes temporary practice regulations, is almost complete. We have asked Denise Graves for guidance in this area on many occasions and the Board appreciates all her efforts.

In summary, the NHREAB has addressed the seven areas of concern from your letter. Contained in this correspondence is the Board written response to these concerns, a matrix of sanctions and a log of grievances. The Board is making a sincere effort to correct all problems and to oversee the appraisers under its jurisdiction more effectively

Sincerely,

A handwritten signature in black ink that reads "Maureen M. Tully". The signature is written in a cursive style with a large, looped initial "M".

Maureen M. Tully
Administrative Assistant

MMT/met



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1) COMPREHENSIVE PLAN TO ELIMINATE BACKLOG OF CASES

After reviewing the backlog of cases, the Case Coordinator will meet with the three appraisers on the Board and each will take responsibility for two or three outstanding cases. They will either investigate the grievances themselves or appoint an outside investigator to do so.

The process outlined in #2 will then be followed.

2) WRITTEN STATEMENT ON HOW THE BOARD WILL PROCESS FUTURE COMPLAINTS IN A TIMELY MANNER

The following are the steps to be followed in the grievance process:

- B) Grievance is given a number
- C) Letters are sent to the appraiser and complainant
- D) Case coordinator is notified
- E) Case is placed on agenda (no names are used)
- F) If warranted, the Case Coordinator Of the Grievance Chair will recommend to the Board that the case needs further investigation
- G) Investigator must complete the investigation within three months
- H) The Case Coordinator will review the results of the investigation and (within one month) do one of the following:
 - 1) Recommend dismissal/closure of case
 - 2) Send the results of the investigation to the respondent requesting a written response within two weeks
- H) Within one month of reviewing the written response of the respondent, the Case Coordinator or Grievance Chair will meet with him/her to discuss a settlement
- I) Report the results of the investigation (no names) to the Board who will either accept or modify the terms of the Settlement Agreement
- J) Send the Settlement Agreement to the respondent for his/her signature.
- K) If a settlement cannot be reached, a date for a hearing will be set

THE CASE COORDINATOR AND THE CHAIR OF THE GRIEVANCE COMMITTEE
WILL COMMUNICATE WITH EACH OTHER ON A WEEKLY BASIS

3) COMPLAINT LOG - ENCLOSED

A log of complaints, showing the disposition of the cases of concern along with cases from 2005, 2006 and 2007, will be forwarded the ASC on a quarterly basis

4) WRITTEN PROCEDURES TO ENSURE CASE FILES CONTAIN SUFFICIENT DOCUMENTATION TO SUPPORT INVESTIGATION AND RESOLUTION

To ensure that each case is properly documented:

- A) A log of actions taken will be placed on the inside cover of the case file
- B) Documents of the case will be numbered in the order in which they are placed into the file
- C) Dated notes from the Case Coordinator, Grievance Chair and/or the investigator will be placed in the file each time the case file is reviewed.
- D) Background information concerning the respondent will also be placed in the file; this information will give credence to the sanctions imposed (especially if they vary from the matrix of sanctions described in #5).

5) MATRIX OF SANCTIONS - ENCLOSED

The Chairman of the Grievance Committee has proposed a plan for a regular progression of sanctions (matrix). This matrix has been presented to the Board for its consideration.

6) PLAN TO ADMINISTER DISCIPLINARY PROCESS FAIRLY

The matrix will give the Board a basis for the sanctions imposed. Any extraordinary sanctions must be fully explained in the case file.

7) PLAN ON HOW BOARD WILL INVESTIGATE FUTURE COMPLAINTS AGAINST A BOARD MEMBER

The Board will immediately employ an outside investigator to review a case against a Board member- with the understanding that the investigation must be completed within three (3) months. A report on the progress of the investigation must be made to the Board at its regularly scheduled meetings.

REPORT ON CASES - 3/28/07

2005

05.01 - Case against Board member

(G) Investigation has been completed - report met minimum standards of US PAP. Case closed January 5, 2007.

05.10 - (G) Investigation has been completed - a letter of concern will become a permanent part of the appraiser's file. Case closed February 2, 2007.

05.15 - (G) motions filed/answers to motions sent -Vote on motions taken at the March 19,2007 - Hearing date will be scheduled.

2006

06.01 - (K) hearing date needs to be set

06.04 - (K) SA signed - terms fulfilled. Case closed January 5, 2007. 06.08 -

(K) George needs to review

06.10 - (K) Settlement Agreement needs to be written 06.12 -

(K) under review

06.13 - (K) value issue - no USPAP violations - Case closed 3/19/07 06.14 -

(G) George addressed the response of the appraiser to the investigative report

06.16 - (K) under review

06.17 - (K) under review

2007

07.01 - (K) under review

(K) - Kristen Eldridge - Chair of the Grievance Committee

(G) - George F. Brooks, III - Chair of the New Hampshire Real Estate
Appraiser Board (Former Chair of the Grievance Committee)

CASES OF CONCERN

02.06 - under investigation

02.07 - under investigation

02.08 - under investigation

02.09 - under investigation

02.17 - a letter of Concern will be placed in the appraisers' files for a period of one year - Case closed January 5, 2007

03.04 - under investigation

03.18 - under investigation

04.08 - under investigation

04.11 - additional documentation is needed

04.16 - investigation has been completed - report met minimum standards of USPAP. Case closed January 5, 2007.

05.04 - additional documentation is needed



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Proposed Matrix of Sanctions

Sanctions:

[DELETION]

of offenses 1st 2nd 3rd 4th

Minor poor appraisal skills	2	3	4	5				
Minor violations of USPSAP	1	3	4	5				
Ignoring comps to get a higher/lower value	3	4	5 7	6 8				
Violating competency rule	3	4	5 7	6 8				
Deceiving reader as to property description	3	4	5 7	6 8				
Deceiving reader as to who inspected the property and/or wrote the report	6	6 7	6 8					
Willful and significant fraud/ethics violations-other	6	6 7	6 8					

If two people sign the report, each person under our jurisdiction is given the same fine i.e. supervisory appraiser and apprentice appraiser.