



New Hampshire Real Estate Appraiser Board

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December 12, 2006

Ms. Virginia M. Gibbs
Chairman - Appraisal Subcommittee
2000 K Street NW, Suite 310
Washington, DC 20006

DEC 18 2006

Re: Response to letter dated October 16, 2006

Dear Ms. Gibbs,

We are in receipt of your review of August, 2006 the following is our response.

- We have reopened the eleven cases cited in the report. I believe one has already been resolved and we are working on the others.

This Board is aware of abuses that are ongoing in our industry. In the recent past we have instituted a review panel to review work performed by Apprentices as well as those looking to go from Licensed to Certified. A training program was created, volunteers trained, were then picked and have supported our Board with many hours of unpaid review work. Appraisal members of our Board have volunteered their time, in addition to their Board duties, to oversee these review sessions.

Areas that needed improvement we identified, the apprentices or licensed/certified individuals were summoned to the Board office and further review was performed with the problems being identified. Then additional appraisals were required before they were allowed to proceed to licensing.

The Board held two days of training in the Fall of 2005. Over 210 trainees and supervisors attended one of these two, three hour sessions. Items of concern indicated by the Board were addressed. These included, but not limited to, maintaining sole control of the signature block, supervisors sending trainees across the state, then signing the work product as if it were their own work, emphasizing the need for SUMMARY COMMENTS in Summary reports so they adhere to USP AP requirements, as well as other items.

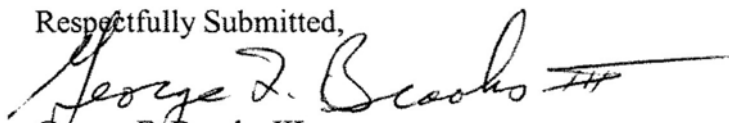
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- Pertaining to our Grievances, the Board has instituted a Corrective Action Plan. A copy is attached. A program for more documentation to be included in the complaint files has been implemented and will be utilized.
- The Board will be taking steps to establish and follow an appropriate complaint investigation and resolution process in the near future. We will advise you of our actions.
- The Board has worked with the New Hampshire Legislature, specifically, the Senate to pass SB 352, which was signed by the Governor of New Hampshire in June of this year. The law took effect in August. This allows the NH Real Estate Appraiser Board to retain fines in a separate account, which can then be spent on investigations of grievances. We have subsequently enlisted the aid of a couple of appraisers on a part time basis to do investigations of outstanding complaints, with the ability to remunerate them for their efforts. Additionally, the Board has initiated a Job Posting for a qualified individual to assist us with our grievances
- A complaint log will be sent to the ASC on a quarterly basis as you have asked.
- The current complaint against a member is one of the complaints that the Board has chosen to hire an appraiser reviewer with the monies available through the new SB 352 approval. We are expecting a response in the near future and will keep you abreast of the findings and actions taken by the Board.
- Our Board did take steps to resolve the issues of our temporary practice. This is being written into our Rules as we speak. Additionally, we have hired an outside consultant to ensure that the Rules are written in such a way as they will be acceptable to our legislature, which needs to codify them. Hopefully, these will be completed, submitted and approved this spring, as our current Rules expire March 2007.

As can be seen, this Board has been proactive in its approach to their responsibilities. We have recognized areas that needed improvement and have taken actions to correct them. All Board members have been involved in participating in this process.

I hope that you find this response adequate. We will be keeping you abreast of our actions as required.

Respectfully Submitted,



George F. Brooks III

Chairman

New Hampshire Real Estate Appraiser Board

NEW HAMPSHIRE REAL ESTATE APPRAISER BOARD

Corrective Action Plan (CAP) (ASC Review Letter – October 2006)

Source/Date/ Responsibility	Finding / Recommendations	Boards Response	Target Date	Completion Date
Board	Complaints dismissed at the July 2006 Board meeting must be reopened.	Board voted to reopen complaints at its October 12, 2006 meeting		10/12/06
George & Kristen	ASC needs a written, comprehensive plan on how the Board will eliminate backlog of cases.	George & Kristen will meet after January's Board meeting to discuss plan	2/15/07	
George & Kristen	Resolution of complaints should occur within one year. A written statement on how the Board will process future complaints in a timely manner is necessary.	Hire outside investigators to do some items. George & Kristen will meet to formulate a plan.	2/15/07	
Maureen	Complaint log should be sent to ASC quarterly. Specific notations regarding the status of the 11 dismissed cases needs to be included.	The Board has directed Maureen to submit logs on a quarterly basis starting on 3/1/07.	3/1/07	
Kristen	Written procedures to ensure that case files contain sufficient documentation to support investigation and disposition need to be developed.	Kristen is developing a written procedures statement to be presented to the Board at its January meeting	1/25/07	
Maureen	Forward to ASC a copy of documentation procedures.	Maureen will forward the procedures statement after Board discussion in January	2/15/07	

Kristen	Disciplinary process needs to be handled in an equitable and consistent manner.	Matrix of sanctions	2/28/07	
Maureen	Forward plan for administering the Board's disciplinary process fairly.	The plan will be forwarded when the matrix has been completed	3/10/07	
George	Grievance against Board member	Investigator has been hired – November 2006	1/30/07	
Kristen	Plan for future grievances against Board members	Outside investigators need to be hired immediately – plan will be presented to the Board at its January meeting	1/25/07	
Steve	Regulations need to be amended regarding Temporary Practice	Changed in practice (2003) Change in Rules – part of Rules revision; Board has hired an "Administrative Rules Writer" (11/15/06)	5/1/07	
George	Response Letter to ASC by mid-December 2006	Content was discussed with Board members at the December meeting, and again, through e-mails. George will finalize wording and forward letter to the ASC.	12/15/06	12/15/06

Revised 6/30/06