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## New Mexico Regulation and Licensing Department BOARDS AND COMMISSIONS DIVISION

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July 3, 2008

Ms. Virginia Gibbs  
Appraisal Subcommittee  
2000 K. Street NW Suite 310

Ms. Gibbs,

This is a response to your May 2, 2008 letter in regard to the ASC field review performed November 8-9, 2007.

- *New Mexico's complaint investigation and resolution process did not comply with Title XI and ASC policy Statement 10 E.*

The boards and commissions division has recently been re-organized, and staff has been allocated to areas of immediate need. In such, the REAB has been authorized an FTE (full time employee, compliance officer,) whose sole job assignment are the compliance activities for the NMREAB. This FTE will also have a shared assistant to help with administrative and clerical duties. At the time of the November audit, this responsibility was charged to an FTE who was responsible for supervising 4 staff, and providing compliance duties for as many as five other licensing boards/commissions. This realignment will allow the FTE to have a more focused approach to NMREAB compliance issues, and ensure full attention is applied to only one licensing board.

This should also facilitate the elimination of the backlog of outstanding complaints, and ensure that that all complaints are processed in a timely manner.

Enclosed is an updated and comprehensive log of all NMREAB compliance cases. This log will continue to be used until a new system is in place. The division is currently moving all compliance activities to the main licensing database, L2000. The NMREAB has been identified as the first board to be on line with the new complaint module tracking system. This module allows for more information to be stored and retrieved. The L2000 compliance module will also allow information to be merged with licensing data for more complete and accurate accountability of all complaint cases. The merging of data will allow the NMREAB compliance officer the ability to provide up to date detailed logs and greater accountability for each case. The board should be on line with the L2000 compliance module by late summer, and be completely updated by the next ASC visit in the fall.

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**Alcohol and Gaming Division**  
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**Financial Institutions Division**  
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**Manufactured Housing Division**  
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**Securities Division**  
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**Administrative Services Division**  
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- *New Mexico Regulation regarding reinstatement of the credentials for military personnel returning from active military duty did not conform to ABQ criteria.*


On April 23, 2008, the NMREAB adopted new rules addressing this finding. Therefore, current board rules will not allow individuals to reinstate their certification without meeting AQB requirements. Copies of these rules were sent to every licensee in New Mexico. As requested, a copy of the rules is enclosed.

- *New Mexico did not report all disciplinary actions pursuant to Policy Statement 9A.*

Staff will be specifically designated for entering and notifying the ASC on a monthly basis. The New Mexico Real Estate Appraisers Board (NMREAB) appreciates your bringing these important issues to the Board's attention. Please be assured that the Board will make every effort to ensure that future audits reveal that the NMREAB is in compliance with all of the ASC guidelines.

Thank you for the opportunity to respond to the ASC findings. Please do not hesitate to contact me directly if you have questions or need further clarification; [marge.tomada@state.nm.us](mailto:marge.tomada@state.nm.us), 505-476-4639.

Best Regards,

  
Marge Tomada  
Administrator, New Mexico  
Real Estate Appraisers Board