



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE
TENNESSEE REAL ESTATE COMMISSION
500 JAMES ROBERTSON PARKWAY
NASHVILLE, TN 37243
615-741-2273
<http://www.tn.gov/commerce/section/real-estate-commission>

MINUTES

The Tennessee Real Estate Commission held a meeting October 05, 2017 at 9:00 a.m. EST in the Commission Room of the Hamilton County Court House located at 625 Georgia Ave. Chattanooga, TN 37402. The Meeting was called to order by Chairman John Griess.

Chairman Griess welcomed everyone to the Board meeting.

Executive Director Caitlin Maxwell read the public disclaimer and called roll. The following Commission Members were present: Chairman Griess, Vice Chairman Commissioner Austin McMullen, Commissioner Diane Hills, Commissioner Fontaine Taylor, Commissioner Johnny Horne, Commissioner Bobby Wood, Commissioner Marcia Franks, Commissioner Gary Blume and Commissioner Rick Douglass. Quorum Confirmed. Others present: Assistant General Counsel Sarah Mathews, Assistant General Counsel Erica Smith, Assistant General Counsel Robyn Ryan, and Executive Director Caitlin Maxwell.

Hamilton County Mayor, Jim Coppinger, welcomed the Commissioners and gave a brief description of the growth that is taking place in Hamilton County and described how realtors are the first ambassadors for both Hamilton County and the City of Chattanooga.

Hamilton County Commissioner, Greg Martin, again welcomed the Commissioners and thanked them for their service and what they do for the community.

The October 05, 2017 board meeting agenda was submitted for approval.

Commissioner Franks requested to add, to commission discussions, a brief discussion about her recent attendance at the National ARELLO Conference.

Commissioner Wood requested to add, to commission discussions, the topic of wire fraud

Motion to approve the agenda as amended was made by Commissioner McMullen and seconded by Commissioner Franks. Motion passed unanimously.

Minutes for the September 06, 2017 board meeting were submitted for approval.

Motion made by Commissioner Taylor and seconded by Commissioner Horne to approve the September 06, 2017 minutes as presented. Motion passed unanimously. Commissioner Franks recused herself.

MEDICAL WAIVER REQUESTS –

Executive director Caitlin Maxwell presented before the commission, on the behalf of Clara Carter, the request for waiver of penalty fees for late renewal and license reinstatement due to medical issues that her husband faced and his subsequent passing.

Motion to approve the medical waiver request was made by Commissioner McMullen and seconded by Commissioner Wood. Motion passed unanimously.

Executive director Caitlin Maxwell presented before the commission, on the behalf of John Woodall, the request for waiver of penalty fees for late renewal and license reinstatement due to medical issues.

Motion to approve the medical waiver request was made by Commissioner Franks and seconded by Commissioner McMullen. Motion passed unanimously.

Executive director Caitlin Maxwell presented before the commission, on the behalf of Lisa Gilbert, the request for waiver of penalty fees for late renewal and license reinstatement due to medical issues. Ms. Gilbert had reached out to the prior Director requesting the waiver in April of 2017 and met all requirements then, her case was never presented before the commission and Director Maxwell is requesting that the Commission vote based on how they would have voted had they heard this request in May of 2017.

Motion to approve the medical waiver request was made by Commissioner McMullen and seconded by Commissioner Franks. Motion passed unanimously.

Commissioner Griess requested that in the future all medical waivers be submitted as a summary from the Director and her recommendation, instead of receiving the medical documents and letters.

EDUCATION REPORT- (Attachment A)

Executive Director Caitlin Maxwell presented the Education Report to the Commission.

Motion made by Commissioner Franks to approve courses O2 – O14; motion seconded by Commissioner Hills. Motion passed unanimously.

Motion made by Commissioner Hills to approve courses O1 and O15; motion seconded by Commissioner Franks. Motion passed 8-0. Commissioner McMullen recused himself.

Commissioner Franks inquired into the process for approving courses and wants to make sure that Education Director Ross White is thoroughly reviewing to ensure that the courses are actually the length they are presented as, especially with web based courses.

Commissioner Hills made the motion to approve the two Instructors presented; seconded by Commissioner Taylor. Motion passed unanimously. Commissioner

Commissioner Hills noted that she has received several comments from the local associations letting her know how helpful Education Director Ross White has been.

Commissioner Franks made the motion to amend course O15 to be approved for 2 hours; motion seconded by Commissioner Hills. Motion passed unanimously. Commissioner McMullen recused himself.

EXECUTIVE DIRECTORS REPORT- (Attachment B)

Review of Financial and Statistical Reports

Executive Director Maxwell discussed that there is one additional outreach planned for the year.

Executive Director Maxwell noted that she has requested staffing for a temp to help in the office while Melissa Fox is out on maternity leave.

Commissioner Taylor requested email and phone numbers for TREC staff including Education Director Ross White, Assistant Commissioner Carter Lawrence and Deputy Commissioner Brian McCormack.

Executive Director Maxwell noted that the Commission is back in line with the number of opened and closed complaints.

Commissioner Wood asked Executive Director Maxwell to discuss the ability for licensees to now print their license certificate online.

Commissioner Taylor inquired as to the process of receiving notification of online course completion for CE. Executive Director Maxwell noted that the course providers have 10 business days to submit the course roster to TREC, upon receipt of the rosters Commission Staff then send the rosters to IT for processing and uploading into the system.

Commissioner Taylor also inquired as to whether the licensee was notified after their license renewed so that they can go online and print it. Executive Director Maxwell noted that the state is trying to secure a contract with Adobe AEM, which will work with CORE that will automatically notify the licensee via email.

COMMISSION DISCUSSIONS-

ARELLO Conference

Commissioner Franks discussed the annual conference she attended in September. Commissioner Franks noted that Kentucky has had a huge overhaul in their Real Estate Commission and they were scheduled to host the District Conference in Kentucky in 2019 but that they did not attend the ARELLO conference nor has ARELLO received any communication back from them. Due to these facts ARELLO asked Commissioner Franks if Tennessee would be willing to hold the 2019 District Conference in Nashville. Commissioner Franks stated that she would love to have that happen and wanted to let the Commission know that was on the agenda.

Commissioner Franks also noted that in the law and regulation meetings there was survey done in which 24 states responded. Largely dealing with Teams, Team names and Team oversight; one of the big discussions was “Who Owns the Team Name?” with the general consensus of the survey being that the principal broker was the one who owned the Team name; which was a little controversial and showed that we are in line with what other states are doing in regard to Teams. Commissioner Franks also discussed that TREC is also in line regarding total oversight and payments and only allowing the principal broker to pay any commissions and that assistants cannot be paid commissions, only salaried or hourly compensation.

Commissioner Franks also discussed virtual supervision and that there is something on the rise called cloud companies where there is no office and wanted the Commission to be aware that there are these new concepts coming out that are different than they have ever known. Commissioner Taylor asked what we can do about the Cloud Companies that are operating without a licensed firm and broker. Commissioner Franks responded stating that the Commission would need to meet it head on and perhaps provide legal with the name of the individual and company she ran across for them to investigate and open a complaint.

Executive Director Maxwell suggested that instead of the Commissioners reporting the Cloud Companies that they let the public and members of the industry file the complaint since the Commissioners were the ones that would be hearing the cases.

The next meeting coming up is the mid-year conference April 4th – April 7th in New Orleans, Commissioner Franks asked Executive Director to look for the list of Commissioners approved to attend the April conference.

Commissioner Franks also noted that the Education Committee hands out awards on Newsletters and websites. Commissioner Franks noted that TREC used to do a newsletter and that she as a principal broker read that each time and she would love to see the Newsletter come back.

Wire Fraud

Commissioner Wood discussed how more and more, wire fraud is becoming an issue. How individuals are intercepting emails between title companies and posing as one of the companies and stealing the wire transfer information. Commissioner Franks noted that this came up at the ARELLO meeting and one of the attorneys noted that this type of information should never be sent via email, only over the phone or through a cashier's check. Commissioner Taylor noted that sometimes at closings the attorney's do not want cash but prefer wired funds.

LEGAL REPORT

Consent Agenda

The following cases were presented to the Commission via a Consent Agenda. All cases were reviewed by legal, legal has recommended dismissal. Commissioner Wood requested to remove case 2017026521, 2017028091, 2017031681 and 2017031701 for further discussion; Commissioner Hills requested to remove case 2017030581 and 2017028521 for further discussion. Commissioner Franks made the motion to accept the recommendation of legal counsel for cases 1-21 with the exception of cases 8, 9, 10 and 12; seconded by Commissioner Taylor. Motion passed unanimously. Commissioner Franks made the motion to accept the recommendation of legal counsel for cases 22-38; seconded by Commissioner Taylor. Motion passed unanimously.

After further discussion by the Commission, Commissioner Wood made the motion to accept the recommendation of legal counsel to dismiss case 2017026521, seconded by Commissioner Franks. Motion passed unanimously.

After further discussion by the Commission, Commissioner Hills made the motion to accept the recommendation of legal counsel to dismiss case 2017030581, seconded by Commissioner Franks. Motion passed unanimously.

After further discussion by the Commission, Commissioner Wood made the motion to accept the recommendation of legal counsel to dismiss case 2017028091, seconded by Commissioner Franks. Motion passed unanimously.

After further discussion by the Commission, Commissioner Hills made the motion to accept the recommendation of legal counsel to dismiss case 2017028521, seconded by Commissioner Wood. Motion passed unanimously.

After further discussion by the Commission, Commissioner Wood made the motion to accept the recommendation of legal counsel to dismiss case 2017031681, seconded by Commissioner Franks. Motion passed unanimously.

After further discussion by the Commission, Commissioner Wood made the motion to accept the recommendation of legal counsel to dismiss case 2017031701, seconded by Commissioner Franks. Motion passed unanimously.

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|-----------------------|-----------------------|-----------------------|
| 1. 2017024121 | 15. 2017029241 | 29. 2017030111 |
| 2. 2017024141 | 16. 2017029591 | 30. 2017030131 |
| 3. 2017024791 | 17. 2017030471 | 31. 2017030231 |
| 4. 2017024811 | 18. 2017030491 | 32. 2017030861 |
| 5. 2017025011 | 19. 2017030511 | 33. 2017030881 |
| 6. 2017025681 | 20. 2017031631 | 34. 2017029341 |
| 7. 2017025771 | 21. 2017031831 | 35. 2017029361 |
| 8. 2017026521 | 22. 2017016361 | 36. 2017030841 |
| 9. 2017030581 | 23. 2017026651 | 37. 2017031571 |
| 10. 2017028091 | 24. 2017026911 | 38. 2017031591 |
| 11. 2017028121 | 25. 2017026931 | 39. 2017031681 |
| 12. 2017028521 | 26. 2017029771 | 40. 2017031701 |
| 13. 2017028611 | 27. 2017029791 | |
| 14. 2017028651 | 28. 2017030091 | |

Legal Report

Robyn Ryan

- 1. 2016035741 -REPRESENT**
Opened: 06/24/2016
First Licensed: 03/06/08
Expiration: 5/17/17
Type of License: Real Estate Broker
History: No Prior Disciplinary History

New Recommendation: Close and flag should Respondent attempt to renew.

New Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Wood and seconded by Commissioner Franks. Motion passed unanimously.

- 2. 2017004731 -REPRESENT**
Opened: 1/24/17
Type of License: Unlicensed
History: None

New Recommendation: Close complaint, but flag should Respondent return to state and new complaints are filed.

New Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Franks and seconded by Commissioner Taylor. Motion passed unanimously.

- 3. 2017004811 -REPRESENT**
Opened: 1/24/17
Type of License: Unlicensed
History: None

New Recommendation: Close both complaints above, 2017004731 and 201700481, but flag should Respondent return to state and new complaints are filed.

New Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Franks and seconded by Commissioner Taylor. Motion passed unanimously.

- 4. 2016054311 -REPRESENT**
Opened: 9/12/16
First Licensed Obtained: 10/18/05
License Expiration: 10/17/19
Type of License: Affiliate Broker
History: None

New Recommendation: Close and flag should order find proof of unlicensed activity.

New Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Franks and seconded by Commissioner Wood. Motion passed unanimously.

- 5. 2016054231 -REPRESENT**
Opened: 9/12/16
Type of License: Unlicensed
History: None

New Recommendation: Close and flag.

New Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Franks and seconded by Commissioner Wood. Motion passed unanimously.

- 6. 2016054291 -REPRESENT**
Opened: 9/12/16
Type of License: Unlicensed
History: None

New Recommendation: Close and flag pending facts determined in litigation to show unlicensed practice.

New Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Franks and seconded by Commissioner Wood. Motion passed unanimously.

- 7. 2016054331 -REPRESENT**
Opened: 9/12/16
Type of License: Unlicensed
History: None

New Recommendation: Close and flag pending any facts found to support allegation of unlicensed practice in conclusion of litigation.

New Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Franks and seconded by Commissioner Wood. Motion passed unanimously.

- 8. 2017024481**
Opened: 4/19/17
First Licensed: 6/7/88
Expiration: 2/15/18
Type of License: Affiliate Broker
History: None

Recommendation: Dismiss.

Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Wood and seconded by Commissioner Franks. Motion passed unanimously.

9. **2017024501**
 Opened: 4/19/17
 First Licensed: 5/9/02
 Expiration: 12/31/18
 Type of License: Principal Broker
 History: None

Recommendation: \$500 civil penalty for violation of Tenn. Code Ann. §62-13-313(a)(2), failure to respond.

Decision: The Commission voted to authorize a civil penalty in the amount of \$1,000 for violation of Tenn. Code Ann. §62-13-313(a)(2), failure to respond.

Motion by Commissioner Blume and seconded by Commissioner Taylor. Motion passed on a 6-3 vote with Commissioners Douglass, Horne and McMullen voting against.

10. **2017025611**
 Opened: 4/25/17
 First Licensed: 6/30/16
 Expiration: 6/29/18
 Type of License: Vacation Lodging Service Firm
 History: None

Recommendation: \$1,000 civil penalty for violation of Tenn. Code Ann. §62-13-104(7)(B)(v) failing within a reasonable time to account for or to remit any moneys coming into the licensee's possession that belong to others.

Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Hills and seconded by Commissioner Franks. Motion passed unanimously.

11. **2017026431**
 Opened: 4/27/17
 First Licensed: 4/14/15

Expired: 4/13/17

License Status: Suspended 10/19/16-Affiliate Broker

**History: April 2017 Consent Order: Unlicensed Firm & Advertising Violation-
\$2000 Civil Penalty & TREC Attendance or 8 hours of CE**

Recommendation: Close and flag should Respondent attempt to reinstate.

Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Franks and seconded by Commissioner Taylor. Motion passed unanimously.

12. 2017027051

Opened: 5/1/17

First Licensed: 4/3/06

Expiration: 4/2/18

Type of License: Affiliate Broker

History: None

Recommendation: \$1,000.00 civil penalty for violation of Tenn. Code Ann. § 62-13-312(b)(20) improper or dishonest dealing and/or violation of Tenn. Code Ann. § 62-13-404 failing to be loyal to the interests of the client plus eight hours continuing education in contract writing.

Decision: The Commission voted to require four (4) hours of continuing education in contracts to be completed within 180 days of the Consent Order being entered above and beyond the hours required to be completed for violation of Tenn. Code Ann. § 62-13-404, failing to be loyal to the interests of the client.

Motion by Commissioner Wood and seconded by Commissioner Franks. Motion passed on a 5-4 vote with Commissioners Hills, Horne, Taylor and McMullen voting against.

13. 2017027071

Opened: 5/1/17

First Licensed: 2/10/00

Expiration: 8/9/19

Type of License: Principal Broker

History: None

Recommendation: \$1,000 for failure to supervise in violation of Tenn. Code Ann. §62-13-312(b)(15) plus eight hours in continuing education in contracts.

Decision: The Commission voted to authorize a civil penalty in the amount of \$1,000 for violation of Tenn. Code Ann. §62-13-312(b)(15), failure to supervise, plus eight (8) hours of continuing education in the 2017-2018 TREC Principal Broker CORE course above and beyond the hours required to be completed within 180 days of the Consent Order being entered.

Motion by Commissioner Hills to accept counsel's recommendation, seconded by Commissioner Taylor. Motion passed on a 5-4 vote with Commissioners Douglass, Franks, Wood and Griess voting against.

Motion by Commissioner Hills to include the 2017-2018 TREC Principal Broker CORE course in the decision, seconded by Commissioner Taylor. Motion passed on an 8-1 vote with Commissioner Wood voting against.

Erica Smith

14. 2017012381 -REPRESENT

Opened: 2/23/17

First Licensed: 9/29/11

Expiration: 9/28/17

License Status: Suspended for E & O 3/8/17- Affiliate Broker

History: None

New Recommendation: Consent Order assessing a Civil Penalty in the amount of \$1000 for a violation of TCA §62-13-403(1) (reasonable skill and care); \$2000 for two violations of TCA §62-13-312(b)(5) (failing to timely remit or account for monies coming in to licensee's possession); and \$1000 for a violation of TCA §62-13-403(4) (honesty and good faith).

New Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Blume and seconded by Commissioner Wood. Motion passed unanimously.

- 15. 2017012401-REPRESENT**
Opened: 2/23/17
First Licensed: 2/20/03
Expiration: 4/6/17
Type of License: Principal Broker
History: None

New Recommendation: Consent Order assessing a civil penalty in the amount of \$1,000 for failure to supervise and discuss whether to assess additional civil penalties.

New Decision: The Commission voted to authorize a Consent Order assessing civil penalties in the in the amount of \$1000 for a violation of TCA §62-13-403(1) (reasonable skill and care); \$2000 for two violations of TCA §62-13-312(b)(5) (failing to timely remit or account for monies coming in to licensee's possession); \$1000 for a violation of TCA §62-13-403(4) (honesty and good faith), and \$1,000 for TCA §62-13-312(b)(15) (failure to supervise) for a total of \$5,000 civil penalties.

Motion by Commissioner Hills and seconded by Commissioner Taylor. Motion passed unanimously.

- 16. 2017023851**
Opened: 4/17/17
First Licensed: 5/7/93
Expiration: 12/31/18
Type of License: Principal Broker
History: None

Recommendation: Letter of Warning regarding violation of TCA Section 62-13-312(b)(5) and Tenn. R. & Regs. 1260-02-.09(11).

Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Franks and seconded by Commissioner Wood. Motion passed unanimously.

- 17. 2017028021**
Opened: 5/3/17

First Licensed: 5/5/15
Expiration: 5/4/19
Type of License: Affiliate Broker
History: None

Recommendation: \$1,000 civil penalty for violation of TCA §62-13-312(20) (improper dealings) and 4 hours completion of “Marketing Advertising and Social Media Compliance” course above and beyond the hours required to be completed within 180 days of the Consent Order being entered.

Decision: The Commission voted to require Respondent to successfully complete four (4) hours of “Marketing Advertising and Social Media Compliance” course to be completed within 180 days of the Consent Order being entered above and beyond the hours required to be completed.

Motion by Commissioner Franks to accept counsel’s recommendation; seconded by Commissioner Horne. Motion failed on a 4-5 vote with Commissioners Douglass, Franks, McMullen, Wood and Griess voting against.

Subsequent motion to dismiss made by Commissioner Douglass and seconded by Commissioner Horne. Motion failed on a 2-7 vote with Commissioners Griess, McMullen, Franks, Hills, Blume, Taylor, and Horne voting against.

Motion to require 4 hrs of Marketing, Advertising and Social Media Compliance made by Commissioner Griess and seconded by Commissioner Hills. Motion passed on a 6-3 vote with Commissioners McMullen, Horne and Douglass voting against.

18. 2017028491
Opened: 5/3/17
First Licensed: 3/5/03
Expiration: 9/5/17
Type of License: Principal Broker
History: None

Recommendation: Dismiss

Decision: The Commission voted to accept counsel’s recommendation.

Motion by Commissioner Franks and seconded by Commissioner Taylor. Motion passed 8-1 with Commissioner Blume voting against.

19. 2017031101
Opened: 5/16/17
First Licensed: 11/18/14
Expiration: 11/17/16
Type of License: Affiliate Broker
History: None

Recommendation: \$1,000 civil penalty for unlicensed activity.

Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Franks and seconded by Commissioner Taylor. Motion passed unanimously.

20. 2017031131
Opened: 5/16/17
First Licensed: 6/4/12
Expiration: 8/16/19
Type of License: Principal Broker
History: None

Recommendation: \$1,000 civil penalty for failure to supervise.

Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Franks and seconded by Commissioner Wood. Motion passed unanimously.

21. 2017031471
Opened: 5/17/17
First Licensed: 12/1/04
Expiration: 9/9/17
Type of License: Affiliate Broker
History: None

Recommendation: \$500 civil penalty for violation of Tenn. R. & Regs. 1260-02-.12(3)(a) and (b)(1) and (2) and 4 hours completion of "Marketing Advertising and Social Media Compliance" course above and beyond the hours required to be completed within 180 days of the Consent Order being entered.

Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Taylor and seconded by Commissioner Blume. Motion passed on a 6-3 vote with Commissioners McMullen, Wood and Douglass voting against.

22. 2017031491
Opened: 5/17/17
First Licensed: 9/13/02
Expiration: 10/16/17
Type of License: Principal Broker
History: None

Recommendation: Dismiss

Decision: The Commission voted to accept counsel's recommendation.

Motion by Commissioner Blume and seconded by Commissioner Taylor. Motion passed unanimously.

Meeting adjourned at 1:30 p.m. ET

TENNESSEE REAL ESTATE COMMISSIONEducation Agenda **October 5, 2017****CR = Classroom**
Webinar=W**I = Internet**
PP = Paper & Pencil**Courses Presented for Commission Evaluation**

Sponsor/Address/ Contact	Title/Statutory &/or Rule Addressed	Comment	Instructor(s)	Hours
Bradley Arant Boulton Cummings LLP #1328 Christy Roach	Nobody Goes There Anymore: The Future of Retail Leasing(CR) Rule 1260-05-.03(5)(a) O1	To educate commercial real estate professionals and brokers on Tennessee law pertaining to commercial real estate.	Austin McMullen PREVIOUSLY APPROVED	2
Doc Air #1427 Barry Westbrook	Building Science, Building Sense(CR) Rule 1260-05-.03(5)(a) O2	To enable real estate professionals to understand the fundamental building science that affects property transactions including: mold, radon, storm-water, odors, insulation etc.	Barry Westbrook PREVIOUSLY APPROVED	3
Mike Grumbles #1621 Mike Grumbles	Managing Online Transactions(CR) Rule 1260-05-.03 O3	To teach agents how to use online /cloud based tools so they can then share that with clients and customers to make them more comfortable with buying a home or selling it with online tools such as dotloop.	Mike Grumbles PREVIOUSLY APPROVED	3
McKissock, LLC #1338 Nichole Boston	Top Policy Issues Facing Brokerage Today(I) Rule 1260-05-.03 O4	This course is designed to fulfill continuing education requirements for real estate Broker professionals. It covers a variety of issues facing real estate Brokers including: regulatory violations, teams, transaction management, disclosure, commissions, and advertising.	Marcie Roggow PREVIOUSLY APPROVED	3
Middle Tennessee Association of REALTORS #1141	How to Make Money Using Courtesy(CR) Rule 1260-05-.03(5)(a) O5	Training agents on working together, through professional courtesy, collaboration, client service, and team effort to achieve more successful transactions.	Pat Lane NEED APPROVAL	2
	Working with Home Buyers 101(CR)	Incorporating the many details and processes that are necessary for buyer agency representation.	Blaine Little	3

Candy Joyce	Rule 1260-05-.03(5)(a) O6		PREVIOUSLY APPROVED	
Linda Olson #1662	Advanced Fundamentals of Commercial Real Estate: Next Steps(CR) Rule 1260-05-.03(5)(a) O7	The purpose of this class is to guide you as to what the “next steps” are to break into the field of commercial real estate. This class will cover: educational opportunities available; how to land your first true commercial position; the best way to get commercial listings; and how to market those effectively.	Linda Olson PREVIOUSLY APPROVED	3
Linda Olson	So You Think You Want to Be a Commercial REALTOR(CR) Rule 1260-05-.03(5)(a) O8	This program acquaints students with the fundamentals of commercial real estate including the types of commercial properties and the transactions associated with them; identification of the key players in a commercial transaction and key difference between residential and commercial real estate.		4
Perk Seminars #1675	Seller Consultation Process(CR) Rule 1260-05-.03(5)(a) O9	This course will demonstrate the processes and procedures a licensee can put into place to ensure success in working with Sellers. The focus will be on understanding the process of prospecting, farming and networking to build a referral network.	Greg Glosson	3
Greg Glosson	I’m Licensed-Now What?- Becoming Professional, Productive and Profitable(CR) Rule 1260-05-.03(5)(a) O10	This course will demonstrate the processes and procedures a new licensee can put into place to ensure success in working with Buyers and Sellers.	PREVIOUSLY APPROVED	3
	Buyer Consultation Process(CR) Rule 1260-05-.03(5)(a) O11	This course focuses on systems and activities that a licensed agent can put into place to begin building his or her business working with Buyers.		3
Society of Industrial and Office Realtors (SIOR) #1107 Elizabeth Lokken	2017 SIOR Fall World Conference(CR) Rule 1260-05-.03(5)(a) O12	The 2017 Fall World Conference is intended to bring together commercial real estate professions to learn more about issues of importance and relevance to CRE.	Donald M. Ossey C. Robert Percival James Hochman PREVIOUSLY APPROVED	3

SWBC Mortgage Corporation #1596 Tamara Tapman	CA Boot Camp(CR) TCA 62-13-303(a)(3); Rule 1260-05-.03 O13	VA Boot Camp is designed to help real estate professionals understand the basics of the Department of Veterans Affairs(VA) Home Guaranty Program.	Tamara Tapman NEED APPROVAL	2
TAR #1110 Steve McDonald	Commercial Contract: An In-Depth Look(CR) Rule 1260-05-.03(5)(a) O14	This course will go over the Commercial Purchase and Sale Agreement, and Commercial Property Disclosure, and Commercial LOI to Purchase.	Waddell Wright PREVIOUSLY APPROVED	3
	Tennessee Broker Involvement(CR) Rule 1260-05-.03(5)(a) O15	To deliver up to date TREC information to Principal Brokers on rules and laws as well as future regulations. Review of pertinent complaints will be given.	Austin McMullen PREVIOUSLY APPROVED	1

Courses Requiring Discussion

Sponsor/Address/ Contact	Title	Comment	Instructor(s)	Hours

October 5, 2017

TREC EDUCATION

INSTRUCTOR BIOS

PAT LANE

Principal Broker Crye-Leike Realtors 1998; Real Estate licensee since 1984; President Middle Tennessee Association of REALTORS; CRS; ABR; SRES; CPPS; GRI; MTSU Tenured Faculty. Develops and teaches real estate courses.

TAMARA TAPMAN

Military Veteran's community representative; certified Texas Real Estate Commission Instructor; Texas Veteran's Land Board Instructor; Vice President, SWBC Mortgage Corporation, VA Liaison May 2011 to present. Highly knowledgeable about real estate market and related veterans financing issues.

Executive Director's Report

Tennessee Real Estate Commission

Outreach Education Events:

Fall 2017 Outreach			
Association	Location	Date	Time
GCAR	Chattanooga, TN	10/4/2017	1:00 PM
RCAR	Springfield, TN	12/12/2017	1:00 PM

Staffing:

Caitlin Maxwell	Executive Director
Ross White	Education Director
Melissa Fox	Office Manager and Processing Coordinator
Rachel Fowler	Visitor Liaison & Licensing
Sherry Brame	Commission Liaison, Manages CE Roster submissions, Customer Service, & Licensing
Ahmad Lewis	Auditor
Aaron Smith	Customer Service, Errors and Omissions, Informal Appearances, & Licensing
Liza Bennich	Customer Service, Licensing , and Visitor Liaison, Ticket Distribution
Cherita Okoro	Customer Service, Licensing, Coding
Rhonda Brown	Customer Service, Licensing, Mail Distribution, and Claim Refunds
Denarius Stinson Temporary Employee	Customer Service, Licensing, and Bad Checks Scanning & Processing

October Statistical Report

Profession	Count
Acquisition Agent License	142
Acquisition Agent Registration	42
Acquisition Representative Registration	2330
Affiliate Broke	27035
Designated Agent for Vacation Lodging Services	95
RE Broker	7691
Real Estate Firm	4051
Time Share Exempt	142
Time Share Registration	32
Time Share Sale	932
Vacation Lodging Service	104

License Type	Status	License Count
Individual	Active	32307
Individual	Broker Release	2
Individual	Inactive	1
Individual	Retired	5917
Individual	Suspended	764
Individual	Vol Surrendered	3523
Firm	Active	4295
Firm	Retired	76

Exams Taken by License Type:

Test	Tested	Pass	Fail	Percentage Passed	Percentage Failed
TN Acquisition Agent	13	9	4	69.23%	30.77%
TN Affiliate Broker- National	690	371	319	53.77%	46.23%
TN Affiliate Broker- State	642	454	188	70.72%	29.28%
TN Broker- National	44	24	20	54.55%	45.45%
TN Broker- State	39	32	7	82.05%	17.95%
Timeshare Salesperson	54	33	21	61.11%	38.89%

Opened and Closed Complaint Report:

Month	Opened Cases	Closed Cases	Sanctions
12/1/16 – 12/31/16	65	87	14
01/01/17 - 01/31/17	70	67	11
02/01/17 - 02/28/17	62	105	-
03/01/17 - 03/31/17	56	85	-
04/01/17 - 04/30/17	52	66	-
05/01/17 - 05/30/17	57	41	5
06/01/17 – 06/30/17	87	86	14
07/01/17 – 07/31/17	70	39	2
08/1/2017- 8/31/2017	91	113	39
9/1/2017- 9/29/2017	63	65	9

*sanctions include complaints closed with consent orders and agreed orders.

TREC

SURPLUS/DEFICIT

FISCAL YEAR BEGINS: JUL 2017

	JUL-17	AUG-17	SEP-17	OCT-17	NOV-17	DEC-17	JAN-18	FEB-18	MAR-18	APR-18	MAY-18	JUN-18	YEARLY
TREC Revenues													
	TREND												
Licensing Revenue	\$ 201,695	\$ 226,335											\$ 428,030
Case Revenue	\$ 14,866	\$ 20,600											\$ 35,466
State Reg Fee	\$ (20,480)	\$ (23,430)											\$ (43,910)
TOTAL REVENUE	\$ 196,081	\$ 223,505	\$ -	\$ 419,586									
TREC Expenses													
	TREND												
Edison Expenditures	\$ 51,772	\$ 60,684											\$ 112,456
Admin Costbacks	\$ 28,664	\$ 33,869											\$ 62,533
Legal Costbacks	\$ 42,779	\$ 45,581											\$ 88,359
Investigations	\$ -	\$ 465											\$ 465
Field Enforcement	\$ -	\$ -											\$ -
Customer Service Center	\$ 11,215	\$ 14,908											\$ 26,123
TOTAL EXPENDITURES	\$ 134,430	\$ 155,507	\$ -	\$ 289,937									
Net Surplus/Deficit	\$ 61,651	\$ 67,998	\$ -	\$ 129,649									

Historical Trend

Licensing & Case Revenue

FY 2017	\$ 162,301	\$ 187,191	\$ 173,498	\$ 182,554	\$ 206,142	\$ 223,954	\$ 226,253	\$ 198,906	\$ 234,358	\$ 183,979	\$ 215,993	\$ 218,633	\$ 2,413,762
FY 2016	\$ 250,958	\$ 202,639	\$ 151,324	\$ 179,479	\$ 144,717	\$ 168,954	\$ 186,351	\$ 199,162	\$ 248,430	\$ 196,883	\$ 190,786	\$ 197,262	\$ 2,316,942

Expenditures

FY 2017	\$ 142,992	\$ 187,648	\$ 173,665	\$ 169,636	\$ 179,914	\$ 157,762	\$ 139,689	\$ 175,039	\$ 158,497	\$ 201,728	\$ 188,598	\$ 154,924	\$ 2,030,091
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