



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 January 10, 2018 at 8:30 a.m. CST in Room 1B of the Davy Crockett Tower located at 500 James Robertson Parkway Nashville, TN 37243. 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 Austin McMullen, Commissioner Diane Hills, Commissioner Fontaine Taylor, Commissioner Bobby Wood, Commissioner Gary Blume, Commissioner Johnny Horne and Commissioner Rick Douglass. Quorum Confirmed. Others present: Assistant General Counsel Sarah Mathews, Assistant General Counsel Erica Smith, paralegal Lillian Watson, Executive Director Caitlin Maxwell, Education Director Ross White, and Commission staff Denarius Stinson and Sherry Brame.

The January 10, 2018 board meeting agenda was submitted for approval.

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

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

Motion to approve the December 06, 2017 minutes as presented was made by Commissioner McMullen and seconded by Commissioner Taylor. Motion passed unanimously.

MEDICAL WAIVER REQUESTS-

Executive Director Caitlin Maxwell presented before the commission, on the behalf of Patricia Elaine Green, the request for a medical waiver and refund of penalty fees for late renewal due to medical issues that her family members suffered.

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

Executive Director Caitlin Maxwell presented before the commission, on the behalf of Sandy Kirk, the request for a medical waiver and refund of penalty fees for late renewal due to medical issues that her mother suffered and her subsequent passing.

Motion to deny the medical waiver request was made by Commissioner Taylor and seconded by Commissioner Hills. Motion passed on a 6-2 vote with Commissioners Douglass and Griess voting against.

SUMMARY SUSPENSION INFORMAL CONFERENCE-

Assistant General Counsel Erica Smith conducted a Summary Suspension Informal Conference against Mr. Anthony Willoughby. Mr. Willoughby was not present for the conference, but Assistant General Counsel Smith informed the Commission that Mr. Willoughby was notified by

Fed Ex of the Summary Suspension Conference and confirmation was received that notice was delivered. The Department brought forth the matter for summary suspension due to the five (5) complaints that were received and since receiving notice that the Better Business Bureau has received 10 additional complaints since 2015. TCA 4-5-320 allows for summary suspension of a license. Due to the health safety and welfare of the public, the recommendation of the legal department is to summarily suspend Mr. Willoughby until his formal hearing.

Motion to summarily suspend Mr. Willoughby's license was made by Commissioner Hills and seconded by Commissioner Taylor. Motion passed unanimously. Commissioner Horne abstained.

Motion to open an administrative complaint against both of Mr. Willoughby's firms was made by Commissioner Blume and seconded by Commissioner Taylor. Motion passed unanimously.

EDUCATION REPORT- (Attachment A)

Education Director Ross White presented the Education Report to the Commission.

Motion to approve courses J1 – J31 was made by Commissioner McMullen and seconded by Commissioner Hills. Motion passed unanimously.

Motion to approve the two (2) Instructors presented was made by Commissioner McMullen and seconded by Commissioner Hills. Motion passed unanimously.

EXECUTIVE DIRECTORS REPORT- (Attachment B)

Staff Updates

Executive Director Caitlin Maxwell updated the Commission on the work of the staff.

Spring ARELLO Conference

Executive Director Caitlin Maxwell asked the Commission to vote on who is going to the Spring ARELLO Conference, April 04-07, in New Orleans. Commissioner Blume made the motion for Executive Director Caitlin Maxwell and Assistant General Counsel Sarah Mathews to attend the

Spring ARELLO Conference to represent TREC staff, motion was seconded by Commissioner McMullen. Motion carried unanimously.

Commissioner Blume made the motion to have Commissioners Douglass and McMullen attend the Spring ARELLO Conference, motion was seconded by Commissioner Taylor. Motion carried unanimously.

Motion made by Commissioner Blume to have Commissioner Franks as an alternative to attend the Spring ARELLO Conference, motion was seconded by Commissioner McMullen. Motion carried unanimously.

Motion made by Commissioner Taylor to have Commissioner Franks' registration fees reimbursed for the Spring ARELLO Conference since she is an officer, motion was seconded by Commissioner McMullen. Motion carried unanimously.

AWS

Commissioner Horne asked Executive Director Caitlin Maxwell how the job was going thus far. Executive Director Caitlin Maxwell Director Maxwell stated that the job was going well, that management has been closely monitoring application approvals. Commissioner Griess asked about Alternative Workplace Solutions, "AWS." Executive Director Caitlin Maxwell stated AWS is going well. The staff is saving close to two hours in commute time and performance has been maintained, if not improved.

West TN Spring Meeting

Chairman Griess stated that the Commission is set for their May meeting in Jackson.

COMMISSION DISCUSSIONS-

Legal Formal Hearing Schedule

Commissioner Blume requested the discussion of the formal hearing schedule be added to the agenda. Executive Director Caitlin Maxwell stated that from speaking with Assistant General Counsel Robyn Ryan, she will be scheduling hearings for March, April, and May. She has three

hearings to be heard before the Commission. Assistant General Counsel Erica Smith will need to set a hearing and anticipates it will be set for March. Chairman Griess made the recommendation to add a formal hearing for the afternoon of the first day of Commission meetings. Assistant General Counsel Robyn Ryan added that a hearing has been set for February 8th, 2018.

Invitation to Speak at the Tennessee Realtors Spring Conference

Commissioner Wood made the suggestion that the Commission give an overview of what the Commission has done in the last year. Each Commission member would have a topic to discuss. Commissioner Hills suggested discussing the complaint process. Commissioner McMullen suggested licensees write down questions in advance.

RECOMMENDATION FOR CASES 20150224251 AND 2015022427

Executive Director Caitlin Maxwell read in to the record, Commissioner Frank's recommendation. Commissioner Frank's recommends that the Commission dismiss Cases 20150224251 and 2015022427, as there is no proof of a violation of TREC statutes or rules.

Motion to accept Commissioner Franks' recommendation was made by Commissioner Hills and seconded by Commissioner Taylor. Motion passed unanimously. Commissioner Griess abstained.

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 Hills requested to remove cases 2017051271, 2017051301, 2017051171 and 2017053141 for further discussion. Commissioner Wood requested to remove cases 2017046821 and 2017050361 for further discussion. Commissioner Blume requested to remove cases 2017050321 and 2017051191 for further discussion. Commissioner Horne made the motion to accept the recommendation of legal

counsel for cases 2-30, 31-46, 50, 54-57 and 59-62, seconded by Commissioner Hills. Motion passed unanimously.

After further discussion by the Commission, Commissioner Wood made the motion to accept the recommendation of legal counsel to dismiss case 2017046821, 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 2017050321, seconded by Commissioner Horne. Motion passed unanimously.

After further discussion by the Commission, Commissioner Wood made the motion to accept the recommendation of legal counsel to dismiss case 2017050361, seconded by Commissioner Taylor. Motion passed unanimously.

After further discussion by the Commission, Commissioner Blume made the motion to accept the recommendation of legal counsel to dismiss case 2017051191, seconded by Commissioner Wood. Motion passed unanimously.

After further discussion by the Commission, Commissioner Taylor made the motion to accept the recommendation of legal counsel to dismiss case 2017051271, seconded by Commissioner Hills. Motion passed unanimously.

After further discussion by the Commission, Commissioner Hills made the motion to accept the recommendation of legal counsel to dismiss case 2017051301, seconded by Commissioner Horne. Motion passed unanimously.

After further discussion by the Commission, Commissioner Hills made the motion to accept the recommendation of legal counsel to dismiss case 2017051171, seconded by Commissioner Horne. Motion passed unanimously.

After further discussion by the Commission, Commissioner Hills made the motion to accept the recommendation of legal counsel to dismiss case 2017053141, seconded by Commissioner Wood. Motion passed unanimously.

- | | | |
|----------------|-----------------|----------------|
| 1. 2017046821 | 23. 2017052801 | 45. 2017050841 |
| 2. 20170468811 | 24. 2017053221 | 46. 2017050901 |
| 3. 2017046941 | 25. 2017053261 | 47. 2017050321 |
| 4. 2017046981 | 26. 2017053511 | 48. 2017050361 |
| 5. 2017047701 | 27. 2017053371 | 49. 2017051191 |
| 6. 2017048381 | 28. 2017054301 | 50. 2017051211 |
| 7. 2017048401 | 29. 2017054321 | 51. 2017051271 |
| 8. 2017048901 | 30. 2017052921 | 52. 2017051301 |
| 9. 2017048921 | 31. 20170462111 | 53. 2017051171 |
| 10. 2017049201 | 32. 2017046451 | 54. 2017051251 |
| 11. 2017050161 | 33. 2017046761 | 55. 2017052111 |
| 12. 2017050201 | 34. 2017046801 | 56. 2017052171 |
| 13. 2017050031 | 35. 2017046921 | 57. 2017052401 |
| 14. 2017050101 | 36. 2017048441 | 58. 2017053141 |
| 15. 2017050621 | 37. 2017048511 | 59. 2017053881 |
| 16. 2017050641 | 38. 2017048881 | 60. 2017053901 |
| 17. 2017050661 | 39. 2017048941 | 61. 2017054391 |
| 18. 2017050681 | 40. 2017049671 | 62. 2017054441 |
| 19. 2017050861 | 41. 2017049761 | |
| 20. 2017051111 | 42. 2017049441 | |
| 21. 2017051451 | 43. 2017049461 | |
| 22. 2017051471 | 44. 2017049631 | |

Legal Report

Robyn Ryan

1. **2017049841**
Opened: 7/28/17
First Licensed: 2/23/10
Expiration: 2/22/18
Type of License: Affiliate Broker
History: None

Recommendation: \$1,000 civil penalty for violation of T.C.A. § 62-13-312(20) improper conduct.

Decision: The Commission voted to authorize a \$1,000 civil penalty for violation of T.C.A. § 62-13-312(20) improper conduct, and 4hours of Contract Continuing Education and 4hrs of agency continuing education to be completed within 180 days.

Motion by Commissioner Wood and seconded by Commissioner Blume. Motion passed 7-0 with Commissioner Horne abstaining.

2. **2017049861**
Opened: 7/28/17
First Licensed: 10/31/07
Expiration: 1/27/19
Type of License: Principal Broker
History: None

Recommendation: \$1,000 civil penalty for violation of T.C.A. §62-13-312(15) failure to supervise.

Decision: \$1,000 civil penalty for violation of T.C.A. §62-13-312(15) failure to supervise and 4hours of Contract Continuing Education and 4hrs of agency continuing education to be completed within 180 days above the required CE.

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

3. **2017052071**
Opened: 8/3/17
Type of License: Unlicensed
History: None

Recommendation: \$3,000 civil penalty, \$1,000 for each of the three properties mentioned for unlicensed practice T.C.A §62-13-301

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

Motion by Commissioner Wood & seconded by Commissioner Taylor. Motion passed unanimously.

4. **2017052521**
Opened: 8/7/17
Type of License: Unlicensed
History: None
Recommendation: \$1,000 civil penalty for violation of T.C.A. §62-13-301 unlicensed practice.
Decision: The commission voted to accept counsel's recommendation.
Motion by Commissioner Hills and seconded by Commissioner Wood. Motion passed unanimously.
5. **2017053631**
Opened: 8/11/17
First Licensed: 8/18/03
Expiration: 2/27/18
Type of License: Principal Broker
History: None
Recommendation: \$1,000 civil penalty for violation of T.C.A. §62-13-403 (1) not exercising reasonable skill and care and \$1,000 for violation of T.C.A. §62-13-403(2) not disclosing adverse facts known.
Decision: \$1,000 civil penalty for violation of T.C.A. §62-13-403 (1) not exercising reasonable skill and care and \$1,000 for violation of T.C.A. §62-13-403(2) not disclosing adverse facts known plus 4hours of contract continuing education courses to be completed within 180 days.
Motion by Commissioner Taylor and seconded by Commissioner Hills. Motion passed unanimously.
6. **2017053941**
Opened: 8/11/17
First Licensed: 10/14/05
Expiration:10/13/19
Type of License: Affiliate Broker
History: None
Recommendation: \$1,000 civil penalty for violation of T.C.A. §62-13-404(2) failure to be loyal to interest of client, putting interest of client first.
Decision: \$1,000 civil penalty for violation of T.C.A. §62-13-404(2) failure to be loyal to interest of client, putting interest of client first, \$1,000 civil penalty for an

advertising violation and take a 4hr continuing education on contracts due within 180 days.

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

7. 2017053961

Opened: 8/11/17

First Licensed: 5/28/91

Expiration: 5/17/18

Type of License: Principle Broker

History: 2006 Consent Order with Civil Penalty

Recommendation: \$1,000 for violation of T.C.A. § 62-13-312(15) failure to supervise.

Decision: \$1,000 for violation of T.C.A. § 62-13-312(15) failure to supervise, \$1,000 civil penalty for an advertising violation and take a 4hr continuing education on contracts due within 180 days.

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

8. 2017046821

Opened: 7/17/17

First Licensed: 12/10/15

Expiration: 12/9/19

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 Taylor. Motion passed unanimously.

REPRESENTATIONS

The below two matters were presented in December and the principal broker matter, the third below, was inadvertently left off the legal report.

9. 2017040641

Opened: 6/23/17

First Licensed: 9/8/92
Expiration: 10/13/19
Type of License: Principal Broker
History: None

Recommendation: Litigation monitoring consent order.

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

10. 2017040661

Opened: 6/23/17
First Licensed: 7/28/95
Expiration: 5/24/18
Type of License: Affiliate Broker
History: None

Recommendation: Litigation monitoring.

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

11. 2017040741

Opened: 6/23/17
First Licensed: 04/19/1993
Expiration: 08/19/2018
Type of License: Principal Broker
History: None

Recommendation: Litigation monitoring.

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

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

Matters below were presented in September 2017.

12. **2017018941**
Opened: 3/20/17
First Licensed: 4/18/84
Expiration: 10/12/18
Type of License: Principal Broker
History: None
Recommendation: Litigation Monitoring consent order.
Update: Plaintiffs dismissed the litigation and costs taxed to Plaintiffs.
New Recommendation: Dismiss
Decision: The commission voted to accept counsel's recommendation.
Motion by Commissioner Hills and seconded by Commissioner Wood. Motion passed unanimously.

13. **2017018961**
Opened: 3/20/17
First Licensed: 9/26/13
Expiration: 9/25/17
Type of License: Real Estate Firm
History: None
Recommendation: Litigation Monitoring consent order.
Update: See above
New Recommendation: Dismiss
Decision: The commission voted to accept counsel's recommendation.
Motion by Commissioner Hills and seconded by Commissioner Wood. Motion passed unanimously.

Erica Smith

14. **2017047131**
Opened: 7/19/2017
First Licensed: 11/25/2013
Expiration: 11/24/2017
Type of License: Affiliate Broker
History: None
Recommendation: Letter of Warning for violation of TCA §62-13-403(1) (reasonable skill and care)

Decision: Consent Order for violation of TCA §62-13-403(1) (reasonable skill and care) and require 4hrs of continuing education in contracts above and beyond their required continuing education within 180 days.

Motion by Commissioner Griess and seconded by Commissioner Wood. Motion passed on a 5-3 with Horne, McMullen and Douglass voting against.

15. 2017047151

Opened: 7/19/2017

First Licensed: 10/17/1996

Expiration: 09/18/2018

Type of License: Principal Broker

History: None

Recommendation: Dismiss

Decision: The commission voted to accept the counsel's recommendation.

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

16. 2017052431

Opened: 8/4/17

Type of License: Unlicensed

History: None

Recommendation: \$1,000 civil penalty for a violation of T.C.A. § 62-13-301 (unlicensed activity) and cease and desist statement.

Decision: The commission voted votes to authorize a \$5,000 civil penalty for a violation of T.C.A. § 62-13-301 (unlicensed activity) and cease and desist statement.

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

17. 2017050721

Opened: 8/2/17

First Licensed: 1/31/13

Expiration: 9/10/19

Type of License: Real Estate Firm

History: None

Recommendation: Letter of Warning for violation of Tenn. Code Ann. §62-13-301 (unlicensed activity).

Decision: The commission voted to accept counsel's recommendation

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

18. 2017050321

Opened: 7/31/2017

First Licensed: 02/10/2006

Expiration: 02/09/2018

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 Horne. Motion passed unanimously.

19. 2017050361

Opened: 7/31/2017

First Licensed: 09/29/1972

Expiration: 11/21/2018

Type of License: Principal Broker

History: 2017 Letter of Warning: Failure to Supervise

2012 Consent Order: \$500 Civil Penalty and TREC attendance

Recommendation: Dismiss

Decision: The commission voted to accept counsel's recommendation

Motion by Commissioner Wood & seconded by Commissioner Taylor. Motion passed unanimously.

20. 2017051191

Opened: 8/1/2017

First Licensed: 10/09/2013

Expiration: 10/08/2019

Type of License: Affiliate Broker

History: None

Recommendation: Dismiss

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

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

21. **2017051271**
Opened: 8/2/2017
First Licensed: 06/18/2004
Expiration: 05/10/2018
Type of License: Affiliate Broker
History: None
Recommendation: Dismiss
Decision: The commission voted to accept counsel's recommendation
Motion by Commissioner Taylor and seconded by Commissioner Hills. Motion passed unanimously.
22. **2017051301**
Opened: 8/2/2017
First Licensed: 02/11/1993
Expiration: 12/15/2018
Type of License: Principal Broker
History: 2016 Consent Order: \$1,000 Civil Penalty Failure to Supervise
Recommendation: Dismiss
Decision: The commission voted to accept counsel's recommendation
Motion by Commissioner Hills and seconded by Commissioner Horne. Motion passed unanimously.
23. **2017051171**
Opened: 8/2/2017
First Licensed: 08/06/2010
Expiration: 08/05/2018
Type of License: Affiliate Broker
History: None
Recommendation: Dismiss
Decision: The commission voted to accept counsel's recommendation.
Motion by Commissioner Hills and seconded by Commissioner Horne. Motion passed unanimously.

24. 2017053141
Opened: 8/9/17
First Licensed: 04/13/1976
Expiration: 10/31/2018
Type of License: Principal Broker
History: None

Recommendation: Dismiss

Decision: The commission voted to accept counsel's recommendation

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

Meeting adjourned by Chairman Griess at 12:07 p.m.

TENNESSEE REAL ESTATE COMMISSION

Education Agenda **Jan. 10, 2018**

CR = Classroom I = Internet
Webinar=W PP = Paper & Pencil

Courses Presented for Commission Evaluation

Sponsor/Address/ Contact	Title/Statutory &/or Rule Addressed	Comment	Instructor(s)	Hours
Fidelity National Title Group #1593 Carmen Adams	Cyber Fraud Awareness & Prevention(CR) Rule 1260-05-.03(5)(a) J1	To educate real estate agents on the risks of cyber fraud and giving them the tools to protect their businesses.	Paula Porter Shenita Baker Carmen Adams Brittney Watson	1
	Why Every Homebuyer Needs Owners Title Insurance(CR) Rule 1260-05-.03(5)(a) J2	To help Realtors understand the importance of title insurance and how to properly convey that to their clients.	PREVIOUSLY APPROVED	1
FYKES Learning Center NEW #1679 Tiffany Fykes	Hyperlocal Real Estate: Maximize Earnings & Reclaim Time(CR) Rule 1260-05-.03(a)(17) J3	To teach agents how to serve and generate listings in a geographic area so that the public is better served.	Tiffany Fykes NEEDS APPROVAL	2
CCIM Institute #1260 Madeline Williams	Foundations for Success in Commercial Real Estate(CR) Rule 1260-05-.03(5)(a) J4	To provide insight into the investment decision through an analysis of the financial outcomes of a property based on internal and external components.	Richard E. Juge Joseph Larkin Mark Polon PREVIOUSLY APPROVED	16
On Course Learning Corporation dba Career Web School #1304 Dana Taulli	Technology Trends in Real Estate(I) Rule 1260-05-.03(5) J5	The purpose of this course is to provide guidance to real estate professionals on how to successfully utilize technology in an office to increase customer /client base as well as to effectively run the office using software, social media, website development etc.	Matt McClure PREVIOUSLY APPROVED	4

Middle Tennessee CCIM Chapter #1298 David Rosenblum	Site To Do Business Training Course(CR) Rule 1260-05-.03 J12	To help real estate professionals make better decisions for their clients by using market analysis. In addition to reviewing the newest GIS platforms, the course will cover real world case studies of comprehensive analysis.	Carol Campbell PREVIOUSLY APPROVED	5
Monica Neubauer #1520 Monica Neubauer	Fair Housing Made Relevant(CR) Rule 1260-05-.03(5)(a) J13	To help agents understand the Fair Housing Law and why it exists. To help improve agents awareness of potentially prohibited equal benefits, and an update on current issues regarding violations.	Monica Neubauer PREVIOUSLY APPROVED	3
	Negotiate With Confidence(CR) Rule 1260-05-.03(5)(a) J14	To teach agents how to probe, prepare, and prioritize with their clients in order to get the best possible transaction for them while still maintaining professional relationships and communication.		3
National Association of Independent Fee Appraisers #1139 Meredith McCann	Dealing with a Negative Review(CR) Rule 1260-05-.03 J15	The course defines the different types of appraisal reviews, provides an overview of state licensing requirements and the USPAP ethics rule, identifies the different questions an appraiser should ask if he or she receives a negative review, and offers strategies for rebutting a negative review.	Mike Orman PREVIOUSLY APPROVED	4
	2018-2019 National USPAP Update(CR) Rule 1260-05-.03 J16	The course focuses on changes to USPAP for 2018-2019 and on appraisal issues that affect daily appraisal practice.		7
	Calculating Gross Area Using ANSI Standards 11.8a(CR) Rule 1260-05-.03 J17	The course describes the procedures for measuring the total square footage of detached single family dwellings, attached single family units to include townhouses, row houses and side-by-side units in accordance with standards adopted by the National Association of Home Builders.		4
Patricia Thurmond NEW #1680	Realtor Safety and Personal Protection(CR)	To instill the confidence, knowledge, and practical skills needed for real estate agents to avoid confrontation, and overtake unexpected attackers.	Pat Thurmond NEED APPROVAL	2

Pat Thurmond	Rule 1260-05-.03 J18				
Performance School of Real Estate Finance #1643	General Finance for Realtors(CR)	Learn about current issues in mortgage lending as well as government loan programs, down payment assistance, FICO scoring model, and governmental influences such as the Fair Housing Act of 1968, EOCA, RESPA, TILA, CIRA and Tax Payer Relief Act of 1997.	Kathy Schmidt Josh Rodgers Eric Thomas PREVIOUSLY APPROVED	3	
Terrye Iannetta	Rule 1260-05-.03(5)(a) J19			Understanding Agency Law(CR)	3
	Rule 1260-05-.03(5)(a) J20			Down Payment Assistance for the Consumer(CR)	2
	Rule 1260-05-.03(5)(a) J21			Appraisal Methodology(CR)	3
	Rule 1260-05-.03(5)(a) J22				
Real Estate Coaching Simplified, LLC NEW #1681	Real Estate Selling Professional(CR)	This course establishes a new Designation for real estate agents, “RESP”, the Real Estate Selling Professional course. To help educate, inspire, motivate, and encourage real estate agents to help more clients buy and sell real estate. The course helps real estate agents to become more business minded about their real estate business.	Michelle Moore PREVIOUSLY APPROVED	10	
Michelle Moore	Rule 1260-05-.03(5)(a) J23				

<p>Smith Sholar Milliken, PLLC #1375</p> <p>Jennifer Thomas</p>	<p>2018 TAR Forms(CR)</p> <p>TCA 62-13-403; 312; Rule 1260-05-.03</p> <p>J24</p>	<p>To educate licensees on the ins and outs of the 2018 TAR Purchase and Sale Contract along with ancillary forms-thus preventing liability for agents and the public.</p>	<p>Brian Smith Todd Sholar Trudy Milliken</p> <p>PREVIOUSLY APPROVED</p>	<p>2</p>
<p>Tennessee Realtors #1110</p> <p>Steve McDonald</p>	<p>Anatomy of a House(CR)</p> <p>Rule 1260-05-.03(5)(a)</p> <p>J25</p>	<p>To educate licensees on the parts and systems of a house and how they function.</p>	<p>Melanie McLane</p> <p>PREVIOUSLY APPROVED</p>	<p>1</p>
	<p>Anatomy of an Appraisal(CR)</p> <p>Rule 1260-05-.03(5)(a)</p> <p>J26</p>	<p>To educate licensees on typical appraisal reports and have guide that lists uniform appraisal Dataset abbreviations.</p>		<p>1</p>
	<p>Change Is the New Normal(CR)</p> <p>Rule 1260-05-.03(5)(a)</p> <p>J27</p>	<p>In this course agents will learn to: recognize change is the new normal; add education to their business for their market model; sort through changes to see what they actually need; communicate with an open mind; view their industry through the eyes of a consumer.</p>	<p>Monica Neubauer</p> <p>PREVIOUSLY APPROVED</p>	<p>1</p>
	<p>Communicate So Others Can Hear You(CR)</p> <p>Rule 1260-05-.03(5)(a)</p> <p>J28</p>	<p>In this course agents will learn to: recognize the place and need for all communication methods; adapt themselves to the communication methods of others; and adapt systems for the improved communication and focus.</p>		<p>1</p>
<p>Urban Land Institute-Memphis District Council #1659</p>	<p>Region Smart Special Event: Six Disruptive Demographics That Will Change America Forever (CR)</p> <p>Rule 1260-05-.03(5)</p> <p>J29</p>	<p>The purpose of this course is to educate real estate professionals on the importance of a strategic comprehensive plan and the ways they can work with their clients within such a plan.</p>	<p>Shawn Massey</p> <p>PREVIOUSLY APPROVED</p>	<p>2</p>

Urban Land Institute continued.....	Planning Matters, Investing in Place by Investing in People(CR) Rule 1260-05-.03(5) J30	The purpose of this course is to educate real estate professionals on the importance of a strategic comprehensive plan.	Shawn Massey PREVIOUSLY APPROVED	2
	Planning Matters, Putting a Black, Urbanist, Southern Lens on a Practive of Planning and Development(CR) Rule 1260-05-.03(5) J31	The purpose of this course is to educate real estate professionals on the importance of a strategic comprehensive plan and the ways they can work with their clients within such a plan.		2

Courses Requiring Discussion

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

Executive Director's Report

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	Customer Service, Licensing, and Bad Checks

December Statistical Report:

Profession	Count
Acquisition Agent License	149
Acquisition Agent Registration	42
Acquisition Representative Registration	2330
Affiliate Broke	27398
Designated Agent	103
RE Broker	7680
Real Estate Firm	4115
Time Share Exempt	146
Time Share Registration	27
Time Share Sale	957
Vacation Lodging Service	109

License Type	Status	Count
Individual	Active	32651
Individual	Broker Release	2
Individual	Inactive	1
Individual	Retired	5965
Individual	Suspended	674
Individual	Vol Surrendered	3542
Firm	Active	4366
Firm	Retired	73

Exams Taken by License Type Cumulative (1/1/2017-12/31/2017):

Test	Tested	Pass	Fail	Percentage Passed	Percentage Failed
TN Acquisition Agent	94	58	36	61.36%	38.64%
TN Affiliate Broker- National	8024	4478	3546	55.81%	44.19%
TN Affiliate Broker- State	5554	3974	1580	71.55%	28.45%
TN Broker- National	538	291	247	54.09%	45.91%
TN Broker- State	567	450	117	79.36%	20.64%
Timeshare Salesperson	632	445	187	70.41%	29.59%

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	35	9
10/1/2017-10/31/2017	69	61	9
11/1/2017- 11/30-2017	58	51	4
12/1/2017-12/31/2017	56	73	6

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

Discussion:

- Spring ARELLO Conference

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	\$ 204,465	\$ 217,580	\$ 195,625								\$ 1,045,700
Case Revenue	\$ 14,866	\$ 20,600	\$ 6,151	\$ 14,166	\$ 6,459								\$ 62,242
State Reg Fee	\$ (20,480)	\$ (23,430)	\$ (17,530)	\$ (22,340)	\$ (19,360)								\$ (103,140)
TOTAL REVENUE	\$ 196,081	\$ 223,505	\$ 193,086	\$ 209,406	\$ 182,724	\$ -	\$ 1,004,802						
TREC Expenses													
	TREND												
Edison Expenditures	\$ 51,772	\$ 60,684	\$ 65,423	\$ 76,652	\$ 66,046								\$ 320,577
Admin Costbacks	\$ 28,664	\$ 33,869	\$ 25,855	\$ 51,434	\$ 37,768								\$ 177,590
Legal Costbacks	\$ 42,779	\$ 45,581	\$ 40,124	\$ 45,144	\$ 44,077								\$ 217,704
Investigations	\$ -	\$ 465	\$ 22	\$ 13	\$ 24								\$ 524
Field Enforcement	\$ -	\$ -	\$ -	\$ -	\$ -								\$ -
Customer Service Center	\$ 11,215	\$ 14,908	\$ 8,053	\$ 14,257	\$ 13,408								\$ 61,842
TOTAL EXPENDITURES	\$ 134,430	\$ 155,507	\$ 139,477	\$ 187,500	\$ 161,323	\$ -	\$ 778,237						
Net Surplus/Deficit	\$ 61,651	\$ 67,998	\$ 53,609	\$ 21,906	\$ 21,401	\$ -	\$ 226,565						

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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Notes: