

## AARO Goes from Coast to Coast!!

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### Letter from AARO’s President– Anne Petit



Hopefully, by the time you read this, spring will have finally arrived! And with this particular spring comes our conference in the desert: the venue is warm, welcoming Phoenix, Arizona, home of our President-elect, Debbie Rudd. This agenda promises to be another packed with timely, useful information and discussions that we as regulators need to be our best. Debbie and the program committee members have worked tirelessly to make sure this is a conference you don’t want to miss!

### AARO 's Mission:

Is to be an advocate for the member jurisdictions as to the enforcement and administration of appraiser and appraisal management company regulatory laws. The Association is committed to the success and advancement of state appraiser and appraisal management company regulatory programs and seeks to accomplish these objectives through: Leadership, Cooperation, Communication and Education

Another “not to be missed” event will be the AQB meeting just prior to the commencement of our conference. This is your jurisdiction’s opportunity to offer valuable regulatory insight on the discussion draft regarding potential areas of change to the *Real Property Appraiser Qualification Criteria*. As an organization, we have been talking about the five areas of potential change for some time – and the AQB appreciates (and takes into consideration) each perspective offered.

AARO’s Board of Directors will also be meeting prior to conference kickoff to discuss and develop next steps in AARO’s strategic plan. As many of you know, your leadership team began work on a strategic plan by exercising a S.W.O.T. analysis last October in conjunction with AARO’s fall conference. That critical first step of identifying our organizational strengths, weaknesses, opportunities and threats now leads us to the review of our mission statement and creation of goals and objectives to underpin the mission. Developing a living, breathing roadmap to

guide AARO through the next few years is critical at this point in our history and we look forward to providing another update following the Phoenix conference. I encourage you to engage in this process whether you hold a formal position of leadership or not. As this plan is developed, your thoughts and feedback are welcomed; you need only reach out to Brent Jayes, an AARO officer or board member.

Speaking of history...

Believe it or not, this October AARO will celebrate its 25<sup>th</sup> anniversary! Stay tuned for some “flashbacks” and a special tribute to the leaders and pivotal moments in appraiser regulation over the years as we celebrate our ruby anniversary. If you have photos or memories you wish to contribute to the festivities please get them to Brent at [brent.jayes@meetingsoncue.com](mailto:brent.jayes@meetingsoncue.com). Let’s crank up the time travel machine!

While it will be fun to take a look back at AARO’s roots and the organization’s journey to 2016, it’s critical that we use the past to inform our future and continue to plan for forward movement. President Nikole Avers, in her last newsletter column, quoted Walt Disney on the need to continue moving forward in order to discover new opportunities and paths. I couldn’t agree more with that timeless advice. In the world of occupational/licensing regulation, where historically we often find ourselves forced into a reactionary posi-

tion, we must train ourselves to gather and analyze data around us so that we may be more proactive. This is especially crucial if AARO is to remain a relevant leader.

Shifting that paradigm is tough, but we’ve already taken the first steps. The make-up of the current Board of Directors is an excellent mix of administrators and appraiser board members; newer and time-tested members; those with fresh perspective and those with historic knowledge. Surveys, such as the one recently sent to administrators regarding requesting a clarification on the term “federally related transaction”, look past today and ponder questions potentially affecting voluntary and mandatory for FRT jurisdictions in the future. In fact, 45 of 51 jurisdictions responded to that survey, the majority indicating such a clarification would be helpful.

AARO recently was accepted as a Governing Member in the Federation of Associations of Regulatory Boards (FARB), an affiliation that opens up myriad opportunities for training and continued improvement for our own association. The Planning/Policy Committee is considering a recommendation to add a Communications Committee to AARO’s working groups. Most importantly, we are making great strides in the process for our strategic plan I mentioned earlier; one of the key components to this plan is development of our future leaders.

**AARO will celebrate its 25th anniversary in October!**

## Fall Conference Summary

And speaking of leadership... An iconoclastic figure in the world of broadcasting, Donald McGannon, once said, "Leadership is action, not position." None of the forward looking activities I've mentioned will happen without the work and support of volunteer leadership. It is not necessary that you be a member of AARO for years and years before becoming involved. You don't have to be an appraiser by education/training – Past President Sherry Bren and I are both examples to support that statement – you need only be a willing participant in our organization. If moderating a panel isn't in your wheelhouse, perhaps assisting on the newsletter, or serving as a Vice-chair to a committee, or helping facilitate a break out session is in your tool belt of talents. The health and wellness of AARO depends upon each of us. If you aren't already plugged in – somewhere – please consider this my personal invitation to get involved at the next level. It's okay to take baby steps. Please just take the first one.

I look forward to seeing you at the 2016 Spring Conference!

Anne M. Petit, 2015-2016 AARO President



### **Fall 2015 Conference Highlights**

Once again, AARO held their annual fall conference at the Westin Washington DC City Center in October. With over 170 registered attendees, it is obvious that the AARO conference is where regulators and other involved in the appraisal regulation field come to get the latest information.

The staffs and leadership of both The Appraisal Foundation and the Appraisal Subcommittee continue to work seamlessly with the AARO Program Committee to fill the dais with informed and interesting presenters to discuss the very latest in federal legislation. Private sector speakers openly share their knowledge as well. But the sessions with other state regulators from within the AARO membership deliver timely content and observations from a first hand perspective that can only come from state regulators. Sharing of best practices at its very pinnacle.

Below are some summaries of Job Function break-outs that were held.

## Fall Conference, cont' d

### **Administrators Best Practices Roundtable**

The Administrators Best Practices Roundtable was a well-attended session of regulators from several states across the country. The group was fortunate to have several members of the Appraisal Subcommittee also in attendance.

Led by Lee Gordon from Arkansas, the group discussed a wide variety of topics most pressing for regulatory programs. These topics included, but were not limited to education, experience, appraisal management company regulation, and supervisor/trainee issues.

In addition to those topics that one would expect to hear discussed amongst regulators, a number of highly specialized topics were discussed. For instance, the group discussed the challenges of a regulatory program when dealing with administrative, civil, and criminal litigation. It was clear that states vary greatly in how parallel litigation is managed. An interesting aspect discussed by states is how best to document potential delays in administrative cases caused by parallel litigation for purposes of ASC Policy Statements. There was meaningful discussion on that topic with the regulators present and the ASC staff present for the break out session.

Also of note was a meaningful conversation on mass appraisal experience and foreign education review.

### **Board Member Session- Ethics, Ex Parte & Emails**

Roberta Ouellette of North Carolina and Kim Wells of Ohio facilitated an informative discussion on universally challenging topics for regulatory programs-ethics, ex parte communications and emails.

The conversation focused on excellent information highlighting the benefits of yearly training for board members and other employees in some states, emphasizing that it is always important to abstain from the appearance of impropriety. There was also discussion that board members should not use positions for self benefit, or personal gain, which could include non-monetary items (even those of nominal value) or the harder to quantify preferential treatment.

The conversation then shifted to a discussion on due process, with emphasis on the fact that courts have often addressed the issue of due process. A part of the due process discussion involved a discussion on fairness and notices. There was also discussion on rendering consistent decisions, free of personal, financial, political, or any other types of potential bias. The session concluded with a discussion on open meetings and public records. Of considerable interest was the portion of the discussion involving public records related to emails, texts, tweets, and many forms on non-traditional communication.

## Meet the Members!

Pictured - Laura Carrillo (l) and Juana Watkins (r)



### **Meet the AARO Members!**

While in Washington DC for the 2015 Fall conference, AARO took time to learn a little more about 2 members— Laura Carrillo of Alaska and Juana Watkins of Florida, Yes, AARO goes to the greatest lengths to get you more information. Besides, what difference does 3,241 miles makes when it's between friends? Let's see what they have to say.

#### ***AARO- Tell us about yourselves:***

**LC:** I'm excited to be able to represent the Alaska Department of Commerce, Community, and Economic Development and the Alaska Board of Certified Real Estate Appraisers as its licensing examiner. Though I was only recently assigned to the program in the beginning of 2015, I've learned a great deal about the profession and the many facets of federal and state laws that make appraising a viable asset to

the both the Alaskan and national community. My regulatory involvement also extends to other programs, including chiropractors and marital and family therapists, but knowledge of real estate appraising adds to and enhances my broad knowledge base of administrative oversight.

Alaska, in all its vastness, scenery, culture and diversity, is an amazing place to live, and I've been fortunate enough to have returned to Juneau after making my maiden voyage to the lower 48 a few years ago. Juneau is where I was born and raised, and is where I'm raising my 7 year-old son, Elliot—soon to be a big brother!

I received my B.A. from the University of Alaska Southeast in Juneau with an emphasis in psychology and minor in biology. I am currently attending the George Washington University where I'm working on completing a Master's degree in Public Health (MPH).

**JW:** I knew all my life growing up in Pensacola, Florida that I wanted to be a lawyer. I loved the drama of trial work. In 2001, I took a job as a prosecutor with a state agency I had never heard of before- the Division of Real Estate. I have been in real estate in various capacities on both the regulatory and practice side since then. After several years on the practice side as an attorney with a trade organization, I returned to the state in 2008 as Deputy Director and became Director in 2011. Though challenging at

times, I absolutely love this industry. I also find time for movies, cooking, and fun with the two most brilliant, beautiful kids on the planet- 13 year old Hannah and 8 year old Caleb.

*AARO- How many conferences have you attended? Which ones?*

**LC:** I attended my first AARO conference in Washington DC in October of 2015 with our records and licensing supervisor, Dawn Hannasch and Board member, Renee Piszczek.

**JW:** I attended my first AARO meeting in the Fall of 2011. My first impression was, “where has AARO been all my life?”. I have been fortunate to attend nine conferences thus far.

*AARO- How does attending the AARO conference help you do your job?*

**LC:** Having attended the AARO conference was an invaluable learning experience. Appraising is an ever-growing, evolving profession, and one that Alaska is in constant need for. The AARO conference provided indispensable insight and additional perspectives on how other states are dealing with topics such as trainee appraiser incentives, imminent implementation of AMC regulations, investigative processes, ethics, and how states are reacting to system changes with the ASC site. I’ve extrapolated from this experience and perspectives of other state regulators to apply a more focused and informed approach to administering the program in Alaska, which has extended out to clarifying our state applications and informational documents. I look forward to continued networking with

other state regulators and seeing some familiar faces at the next conference!

**JW:** I am not an appraiser, so the exchange of information at the AARO conferences has been vital. Forming great relationships with fellow regulators, federal agencies, affiliate members, and other stakeholders, has been a great source of creative ideas and solutions to challenges that I face.

*AARO- What do you enjoy most about your work?*

**LC:** The Department of Commerce, Community, and Economic Development fosters independence while encouraging us to work as a team, both administratively and with our boards. It is this teamwork so valued by our Department that allowed us to work in concert with the Alaska Certified Real Estate Appraiser Board, administrative staff, and the ASC to bring Alaska on its feet to comply with the federal requirements. I’m more than grateful to have been a part of that.

**JW:** Learning something new every day. I had great legal jobs in the past with wonderful organizations that I loved. But there were times when I felt more focused on completing a case than learning something new. I have certainly never felt that way since joining this industry.

*AARO- What is the last book you read?*

**LC:** Dark Places by Gillian Flynn—I love mystery books!

**Article continued on page 7.**

## *Images from the Fall Conference in DC!*



Alice Ritter and Vicki Metcalf of the ASC share the latest on the AMC Final Rules.

The AARO audience listens to Dale Atkinson explain how other regulatory boards are facing similar challenges.



Dale Atkinson, Executive Director for FARB holds everyone's attention when talking about the NC Dental Board ruling.





Not sure these ‘volunteers’ knew what to expect with Body Language expert Chris Ulrich.

Appraisal Regulatory leadership share insights as to the current challenges regulators face. From l-r: Anne Petit, AARO; Jim Park, ASC, Dave Bunton, TAF and Sherry Bren, AARO.



Outgoing President Nikole Avers accepts thanks from Incoming President Anne Petit

**JW:** “Achieve Anything in Just One Year”- by Jason Harvey. It is a daily motivational and self-assessment book to help you determine whether you have decided to just make a living or decided to actually make a life?

**AARO-** What is your favorite US city to visit, and why?

**LC:** I love Seattle. I’m a true northwest gal at heart and can’t stray too far from the mountains, waterways and crisp air. Seattle is close to home but far away enough to be able to enjoy the things not available or limited in our small town of Juneau, like shopping, eating at fresh seafood restaurants, going to museums, or catching a concert. My best friend also lives there, and since it’s a non-stop flight, Seattle is the perfect get-away.

**JW:** Without question- Washington, DC. The excitement of government appeals to the public servant in me. The history, architecture and culture offer a new, unique adventure each time I visit. It never grows old and even makes the cold weather tolerable for a Florida girl like me!



## **AARO Spring 2016 Conference**

AARO tries to tame the Old West! How many appraisal regulators would have made a good sheriff? Phoenix, Arizona was incorporated in 1881 and is now the 6th most populous city in the U.S. and at 516 square miles– is the 10th largest U.S. city by size! Home to the Sonoran Desert, it is the only place that saguaro cacti grow. The iconic arms of these cactus may take 100 years to sprout.

Visitors can find deserts, mountains, museums, great restaurants and 15 major league baseball teams in the spring.

The Hyatt Regency Downtown is the HQ hotel for AARO’s spring 2016 conference.

Come join us!

**See the next page for the tentative agenda for this spring’s conference.**



## 2016 Spring Conference Agenda

Tentative as of 3/15/16

### Friday, April 8<sup>th</sup>

9:00a- 12p AQB Public meeting at the Hyatt Regency.  
Open to all but register in advance at the Appraisal Foundation website.  
<https://www.appraisalfoundation.org/imis/TAF/Events/TAF/Events.aspx?hkey=818823c2-a534-4506-8c29-a7217c346c64>

12:00p- 4:00p Registration for AARO conference  
**No recording of any kind is allowed in any of the AARO sessions. Unless marked as 'Closed', all sessions of the AARO conference are open to all paid attendees.**

1:00p- 1:15p Opening Session Remarks  
Anne Petit, AARO President  
Debra Rudd- AARO President Elect and Ambassador to Phoenix

1:15p- 2:15p Definitions & Differences between Appraisals and Evaluations  
Suzy Gardner, FDIC Senior Examination Specialist

2:20p- 3:00p TAF & ASC Updates  
David Bunton, The Appraisal Foundation  
Jim Park, The Appraisal Subcommittee

3:00p- 3:15p Break

3:15p-4:30p TAF Board Updates  
Moderator- John Brenan, TAF  
Joe Traynor, AQB  
Margaret Hambleton, ASB  
Rick Baumgardner, APB

### OPTIONAL NETWORKING EVENT

AARO has reserved a block of tickets (\$42 each) for the Arizona Diamondbacks game. The stadium is an easy 10 minute walk from the hotel. Tickets must be reserved in advance, payment (cash or

check) accepted on site. Event is open to guests and spouses of AARO attendees. First pitch is 6:40p.

### Saturday, April 9<sup>th</sup>

8:00a- 4:00p Registration

7:45a- 8:30a Continental Breakfast

8:30a- 10:15a Break-out Sessions  
AMCs & Professional Organizations, moderated by Joe Ibach  
Board Members, moderated by Randy Thomas  
Investigators (closed to Investigators only), moderated by Danielle Morales  
Administrative & Legal, moderated by Vanessa Beauchamp  
Industry Representatives (Course providers, Software vendors, Exam providers, etc.), moderated by Lynne Heiden

10:15a- 10:30a Break

10:30a- 11:45a Background Checks update  
Moderator- Amy McClellan  
Panelists: Tim Doyle, CSBC; Kristen Worman, TX; Debbie Rudd, AZ

12:00p- 1:15p Lunch on Your Own

1:30p- 3:00p Safety Tips for those dealing with Complaints  
Moderator- Tom Lewis  
Panelists- Jim Rist, Det. JC Wren, Phoenix PD

3:00p- 3:15p Break

3:15p- 5:00 ASC Oversight & AMC Final Rules Update  
Moderator- Dee Sharp  
Alice Ritter, ASC; Jim Park, ASC

6:00- 8:00p Welcome Reception

### Sunday, April 10<sup>th</sup>

7:45a- 8:30a Continental Breakfast

8:30a- 10:00a Customary & Reasonable Fee Survey

# ASSOCIATION OF APPRAISER REGULATORY OFFICIALS

Moderator- Larry Disney

Panelists: Herb Holloway, SE Louisiana University; Bruce Unangst, LA Real Estate Appraisers Board

Nanci Weissgold, Alston & Bird

10:30a- 10:45a Break

10:45a- 12:00p AMC Appraiser Panel- The inside story of appraiser selection & more

Moderator- Nicole Novotny-Smith

Panelists: Jeff Dickstein, Beth Buell, Joan Trice, Danny Wiley

12:00p- 1:15p Lunch provided

1:30p- 2:45p Alternative Valuation Standards, Moderator: Craig Steinley, SD

David Bunton, TAF; Scott Robinson, Appraisal Institute; Douglas Oldmixon, TX

2:45p- 3:00p Break

3:00p- 4:15p Breakout Sessions for Administrators and Board Members Regarding AMC Legislation

Moderators- ASC Policy Managers

4:15p- 4:30p Closing Remarks

4:45p- 6:15p Board of Directors meeting. Meeting open to all paid AARO members.

**Tim Doyle**, Senior Vice President with the Conference of State Bank Supervisors (CSBS). At CSBS, He is responsible for policy and development of the Nationwide Multistate Licensing System & Registry (NMLS). Doyle coordinates the 59 state agencies and five federal regulators in developing and maintaining NMLS as a system of record for state licensing of a wide range of financial services industries as well as the federal registration of mortgage loan originators. In this capacity, Doyle is responsible for the legislative, regulatory, and system policies that seek to create a system of strong and efficient regulation, providing greater transparency within in the financial industries participating in NMLS.



**Dave Bunton**, President & CEO, The Appraisal Foundation. Bunton has served as the senior staff member of The Appraisal Foundation since May of 1990. Prior to joining The Appraisal Foundation, he served as the Vice President of Government Affairs and Communications for the Federal Asset Disposition Association. He also previously served as a legislative assistant in the United States Senate for eight years and was a Congressional Chief of Staff in the U.S. House of Representatives for four years. He holds a BA degree in Government and Politics from the University of Maryland.



## Some of the Presenters Who are scheduled to appear:



**Jim Park**, Executive Director, ASC since March 2009. Park has served as the executive director of the Appraisal Subcommittee. He is the senior staff person responsible for the day-to-day ASC operations of the Agency. Under direction of the ASC, the executive director is responsible for implementing ASC policies, overseeing its programs and budget, and developing recommendations for the ASC members. The Executive Director also represents the ASC before state and federal regulatory and legislative officials, and various appraisal industry groups.

Executive Director also represents the ASC before state and federal regulatory and legislative officials, and various appraisal industry groups.



**Suzy Gardner** has been with the FDIC for over 28 years. Since 2006, Gardner has covered a wide variety of interagency policy issues such as interagency guidance on nontraditional mortgage loans in 2006, subprime mortgage lending and loan modifications and servicing in 2007; revaluing real estate in 2008 and prudent CRE loan workouts in 2009; appraisals and evaluations, small business lending, and correspondent concentration risks in 2010; credit risk retention in 2011; Higher-Priced Mortgage Loans in 2012; Troubled Debt Restructurings and Qualified and Non-Qualified Mortgage Loans in 2013, and appraisal management companies in 2014. Suzy is a certified fraud examiner and served as the FDIC representative on the Appraisal Subcommittee for five years. Gardner has received several awards, including the FDIC Chairman's Excellence Award in 2007 and 2013. She graduated with honors from the University of Nebraska and the Graduate School of Banking.

## ASSOCIATION OF APPRAISER REGULATORY OFFICIALS



**Rick Baumgardner** Chair, Appraisal Practices Board, is President of Baumgardner & Associates, PSC, a real estate economics company located in Elizabethtown, KY. He has been a full time real estate analyst since 1978. Rick holds a degree from the University of Kentucky in real estate and has successfully completed all courses required for designation with the Appraisal Institute.

**Tom Lewis** is the Deputy Director and Chief Investigator for the North Carolina Appraisal Board and oversees the investigations section where he not only performs investigations, but also manages the caseloads of three other investigators. Lewis is a NC State Certified General Real Estate Appraiser and a graduate of Western Carolina University where he holds a Bachelor's Degree in Political Science. Tom lives in Raleigh, NC with his two children. He can be reached via email at: [tom@ncab.org](mailto:tom@ncab.org)



**Nanci Weissgold** is a member of the firm's Financial Services & Products Group and a co-leader of the Consumer Finance Regulatory Compliance team. She advises financial institutions and financial service providers on issues relating to mortgage lending and mortgage servicing, valuation, and other consumer lending issues as part of her national regulatory compliance practice. Ms. Weissgold is a frequent speaker and presenter at legal and industry conferences and webinars, and has published numerous articles on mortgage banking, valuation and consumer finance related topics. She served as articles editor of the Administrative Law Journal at American University. She is peer rated in the Martindale-Hubbell directory as AV Preeminent, the highest level of professional excellence.



**Beth Buell** is Vice President, Compliance at Clear Capital®, where she develops strategies for risk mitigation and ensures Clear Capital remains compliant with all regulatory and industry requirements across the valuations spectrum. A Certified Residential Appraiser in California since 1989, Beth's knowledge and experience in the valuations industry runs deep. Today, she collaborates with legislators, industry leaders, trade groups and state boards to promote the development and promulgation of federal and state legislation and administrative regulations that are favorable for all industry participants, including consumers. Beth can be reached at [beth.buell@clearcapital.com](mailto:beth.buell@clearcapital.com).



**Detective CJ Wren** has been a member of the Phoenix Police Department since 1998. In February 2003, Wren was assigned to a 3 person team within the Phoenix PD whose mission was to build the Unified Homeland Defense Bureau in conjunction with the Phoenix Fire, Public Health and Emergency Management teams. Due to his extensive background and training, CJ was assigned as a representative of the Phoenix PD to the Arizona Counter Terrorism Information Center, where along with many other accomplishments, he created a Threat Assessment Matrix for dealing with and mitigating personal threats to Public Safety Employees and civilians. This matrix has now been adopted by over 2 dozen agencies throughout Arizona and the U.S.



More New Members– REVAA, MCS Valuations, ATI Valuations, United Appraisers of Utah, US Real Estate Services, Clear Capital and TREES have been approved as Affiliate Members. And AARO is happy to welcome both Alaska and Rhode Island-New Hampshire as full member jurisdictions!

## Future Conferences

Spring 2016– Phoenix, AZ Hyatt Regency Downtown; April 8-10  
Fall 2016– Westin Washington DC City Center, October 21-24  
Fall 2017– Westin Washington Dc City Center, October 13-16

### AARO Officers and Directors for 2015-2016:

President: Anne Petit, OH  
President-Elect: Debra Rudd, AZ  
Vice-President: Craig Steinley, SD  
Secretary: Juana Watkins, FL  
Treasurer: Dave Campbell, ND  
Immediate Past President: Nikole Avers, TN

#### Directors at Large:

Don Rodgers, NC  
Mike McGee, MS  
Douglas Oldmixon, TX  
Larry Disney, KY  
Amy McClellan, VT  
Vanessa Beauchamp, MO  
Tyler Kohtz, NE  
Fran Oreto, FL  
Jim Martin, CA

#### Alternate Directors:

Dee Sharp, WA  
Robin Hannigan, KS  
Danitra Butler, OH  
Nicole Novotny-Smith, WY

### **Book Your Rooms Early!**

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