



ARIZONA BOARD OF APPRAISAL

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ARIZONA BOARD OF APPRAISAL

February 8, 2012

Ms. Denise S. Henning
408 E. Malibu Drive
Tempe, AZ 85282

480-921-7094
480-600-5025

Re: Board of Appraisal Case No. 3325

Dear Ms. Henning,

As you know, the Board received the above-referenced complaint against you regarding an appraisal you performed of a single family residence located at 6828 S. 68th Drive, Phoenix, AZ 85339-5013 with an effective date of value of October 16, 2007. In considering this matter, the Board reviewed the complaint, your response thereto, the appraisal and the workfile. At its December 13, 2011 meeting, the Board met to discuss this case. At the conclusion of its consideration of the matter the Board voted to offer you the opportunity to resolve this issue with a Letter of Due Diligence.

The Board concluded that you failed to make an appropriate age adjustment given that the subject was 2 years old and comparable sale no. 1 was new construction. You also incorrectly noted that comparable no. 4 had a 2 car garage when it fact it had a 3 car garage. In addition, the Board noted that you failed to verify information relating to the comparable sales and your site adjustment was not supported.

The Board finds that your appraisal development and reporting violate the following standards of the Uniform Standards of Professional Appraisal Practice (USPAP), 2006 edition:

Standards Rule 1-1 (a); Standards Rule 1-4(a) and Standards Rule 2-1(a)

Pursuant to Arizona Administrative Code (AAC) R4-46-31 and the Board's Substantive Policy Statement #1, the Board considers these violations to amount to a Level II Violation. In lieu of further proceedings, and pursuant to Arizona Revised Statutes (A.R.S.) §32-3632(B) and A.A.C. R4-46-301(C), the Board is willing to resolve these matters with this letter of due diligence, if you **successfully complete a fifteen (15) hour course in Basic Appraisal (with an exam) and the seven (7) hour 2012-2013 USPAP update course. The education must be completed within six (6) months from the date of this letter as shown at the top of the first page.** A list of approved remedial and disciplinary education courses is on the Board's website for your convenience in locating the appropriate course. The education may not be used toward your continuing education requirements for renewal during your next licensing period except that the 2012-2013 USPAP update course may be used for continuing education renewal purposes. Please recall that the USPAP update course may not be taken through distance education. Proof of successful completion

of the required course must be promptly submitted to the Board within **fourteen (14) days** of taking the coursework.

A letter of due diligence is a disciplinary action and is a matter of public record in your Board file and may be used in any future disciplinary proceedings.

By signing below, you acknowledge that you have read and understand this letter of due diligence. You have the right to consult with legal counsel regarding this matter, and have done so or choose not to do so.

By signing this letter of due diligence, you are voluntarily relinquishing your right to an informal hearing, formal hearing, and judicial review in state or federal court with regard to the matter herein.

Upon signing this letter of due diligence and returning it to the Board, you may not revoke acceptance of this letter of due diligence. In addition, you may not make any modifications to this letter of due diligence. Any modifications to this letter of due diligence are ineffective and void unless mutually approved by you and the Board.

If any part of this letter of due diligence is later declared void or otherwise unenforceable, the remainder of the letter of due diligence in its entirety shall remain in force and effect.

If you fail to comply with the terms of this letter of due diligence, the Board may properly institute proceedings for noncompliance, which may result in suspension, revocation, or other disciplinary and/or remedial actions. By signing this letter of due diligence you are agreeing that any violation of this letter of due diligence is a violation of A.R.S. § 32-3631(A)(8), which is willfully disregarding or violating any of the provisions of the Board's statutes or the rules of the Board for the administration and enforcement of its statutes.

If you agree to accept this letter of due diligence, please execute this document by your signature below. Please return the original signed document to the Board at 1400 W. Washington, Suite 360, Phoenix, Arizona 85007, on or before **March 9, 2012**. If you do not return this original document on or before the specified date, the Board may conduct further proceedings.

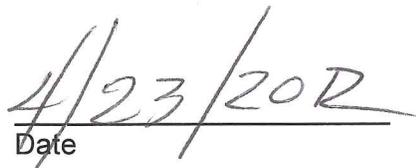
Sincerely,



Dan Pietropaulo
Executive Director

ACKNOWLEDGED AND AGREED


Denise S. Henning, Respondent

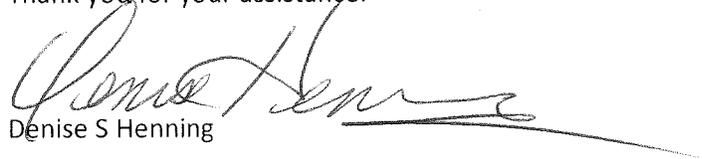

Date

c: Jeanne M. Galvin, Assistant Attorney General

My Apologies for this being late. It was mixed up in my daughters mail and not found until the weekend of April 22, 2012.

The Due Diligence letter signed as well as my certificate for the 7 hour USPAP course.

Thank you for your assistance.


Denise S Henning

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