

# Arizona Real Estate Appraisal News

Department of Financial  
Institutions, Real Estate  
Appraisal

7/1/2015

[Edition 1, Volume 1]

## *Effects of SB1480*

### **Board of Appraisal consolidation to the Department of Financial Institutions, effective July 3<sup>rd</sup>, 2015**

In the last legislative session, SB1480 was passed as part of the Governor's Budget bills. This legislation transfers the authority to license and regulate real estate Appraisers, Appraisal Management

### ***Real Estate Appraisal Division.***

All staff will be transferring to the new agency and will maintain their same job duties. The Board website will be in place until such

### *New address effective July 16<sup>th</sup>, 2015*

Department of Financial Institutions, Real Estate Appraisal

2910 N. 44<sup>th</sup> Street, Suite 310 – Phoenix, AZ 85018

Main office phone number is (602)771-2800

Companies, and Property Tax Agents to the Superintendent of the Department of Financial Institutions. The Board Members will no longer be participating in these activities.

The name has changed from the **Board of Appraisal** to the **Department of Financial Institutions,**

time it is deemed no longer needed. A link to the new division will show on the website for current contact information. The staff's old email addresses will continue to be monitored to assure a smooth transition.

**\*\*Good news \*\* Effective July 20<sup>th</sup>, we will be able to take credit card payments!**

## *A Message from the Superintendent*

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**By Lauren Kingry**

Welcome to Arizona Department of Financial Institutions. I am excited to have been given the responsibility and am committed to provide you with the best possible service that DFI has to offer.

It was only a few months ago, that I was informed of  
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Visa and Master Card payments will be accepted after July 20<sup>th</sup>, 2015. However, we are unable to accept Discover or American Express cards.

New applications for licensing will be in effect immediately.

Your licenses and/or certificates will have a new look upon renewal. Until then, your current credential will remain valid.

All of the phone numbers for our office and staff will be changed effective July 16<sup>th</sup>. For at least 90 days, your calls will be forwarded to our new office. We recognize your calls are important and want to continue to provide direct access to staff, as part of our commitment to public service. Please make a note of the new phone numbers and email addresses shown in the box on the bottom of page 3.

## ***A Message from the Chairman of the Board***

I started my appraisal career 14+ years ago with a simple goal of providing for my

family. Three months into my apprenticeship I had recognized that I found my career and that this would not be just another job. Being an appraiser was going to be my profession and would provide me an identity.

I was fortunate to have excellent mentors who taught me never to cut corners, to prove your adjustments and always to proof-read your reports. Seems so simple, yet every month at the Board we would see examples of poor appraisals.

Some were the result of appraisers who simply weren't taught the right way, others were honest mistakes made by capable professionals, and still others were intentional misrepresentations of the value results. No matter what the issue, please know that myself and my colleagues on the Board labored to balance the severity of the infraction with reasonable and appropriate discipline.

Fairness and consistency were goals we strived for.

I can tell you that we weren't perfect. But, I assure you that

each Board member's intentions were genuine to the goals of fairness and consistency.

I can sum up what my tenure on the Board has taught me in three simple statements:

- 1) You can't teach Ethics
- 2) Never stop learning... take as many classes as you can
- 3) Network with other appraisers

After 24 years the Arizona Board of Appraisal is no more. Our profession now lies within the Department of Financial Institutions.

I am confident that Superintendent Kingry, along with Debbie Rudd and her capable staff, will continue the mission of the Board... "to protect the public."

Please join me in wishing them all the best as they lead us into the next chapter of our profession.

Frank Ugenti  
Chairman, Arizona Board of Appraisal

## **A Farewell from a Former Chairman of the Board**

By Mike Petrus

When I volunteered to be a Board Member I had no other thought in mind other than the idea of Protecting the Public and Appraisers while treating appraisers fairly & consistently to ensure they received the proper education and/or other necessary discipline. I hope I accomplished this. I know I received feedback that some appraisers were too severely

punished while others got off too easy. Decisions were never easy or taken lightly. Most importantly decisions were always made out in the open for all to see and hear about. I hope appraisers understand the hours of researched that went into every 15-20 minute hearing. I can honestly say I averaged 25-40 hours monthly, researching Board cases. If you were one of the appraisers I lectured during a hearing, I hope you took it in the context that it was meant, as a learning tool. The most

gratifying moment my entire time on the Board was an appraiser getting off probation thanking us for "setting her straight". She realized her initial training was how to get the jobs done quickly rather than how to get the job done professionally.

Serving on the Board has made me a better appraiser. I usually felt I was sitting in the proverbial "Glass House". It's fair to say I learned a lot from the hearings. I hope appraisers will be able to

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### **THE FOLLOWING CONTACT INFORMATION IS EFFECTIVE JULY 16<sup>TH</sup>**

#### **MAIN PHONE NUMBER**

**(602)771-2800**

YOU WILL BE PROMPTED TO MAKE A SELECTION FOR THE DESIRED DIVISION OR SECTION THAT YOU WISH TO TALK WITH. CALLS WILL BE RETURNED AS SOON AS POSSIBLE.

#### **NEW FAX NUMBER**

**(602) 381-1225**

**DEBRA RUDD**

**[DRUDD@AZDFI.GOV](mailto:DRUDD@AZDFI.GOV)**

**(602)771-2840**

**JESSICA SAPIO**

**[JSAPIO@AZDFI.GOV](mailto:JSAPIO@AZDFI.GOV)**

**(602)771-2836**

**JUANITA COGHILL**

**[JCOGHILL@AZDFI.GOV](mailto:JCOGHILL@AZDFI.GOV)**

**(602)771-2820**

**KELLY LUTEIJN**

**[KLUTEIJN@AZDFI.GOV](mailto:KLUTEIJN@AZDFI.GOV)**

**(602)771-2796**

**LINDA BEATTY**

**[LBEATTY@AZDFI.GOV](mailto:LBEATTY@AZDFI.GOV)**

**(602)771-2819**

**LAUREN KINGRY**

**[LKINGRY@AZDFI.GOV](mailto:LKINGRY@AZDFI.GOV)**

**(602)771-2770**

learn from others and do the same in the future. I think a big loss for appraisers is the chance to see and/or read what is happening to other appraisers. Those of you that attended a meeting and took advantage of the CE credits know what I'm talking about. The new *Real Estate Appraisal Division of the Department of Financial Institutions* is not planning public hearings and resultantly no minutes to catch up on your peers.

I actually thought I would be writing a Good Bye and encouraging appraisers to step up and replace me on the Board. But since the Board of Appraisal is now the Real Estate Appraisal Division of the Department of Financial Institutions, and the Board is dissolved, I can only ask you to stay tuned to your

profession and interact where and when you can. I have full faith that our successor will implement some of the changes that we have only been able to talk about for years. I'm unsure if the READ of DFI falls under the same rule making moratorium and other laws that constricted us but let's hope not. I had the chance only recently to hear Mr. Kingry's plans to make the best of the situation for us.

Appraisers statewide...now is the time to participate! My main concern as an Appraiser is that I am judged by my "Peers". I hope it stays that way in some format.

Meanwhile, please attend a few in person classes, renew old contacts, call your mentors and expand your email and phone list. Since the

new office does not fall under the same Open Meeting Law requirements that we did, Appraisers must be diligent to stay on top of our profession and our regulatory field. By networking with each other, we can track the outcome and consistency of future complaints, track which AMCs are getting violations filed against them for non-payment and/or other issues.

I would like to invite any appraisers, particularly Prescott appraisers to call me sometime and let's form a coffee group to just chew on some of the difficult work we get! Thank you again and I am still proud to have served on your Board of Appraisal.

Mike Petrus



**Board Members Meeting  
6/19/2015**

*Seated left to right:*

- Fred Brewster
  - Greg Wessel
  - Frank Ugenti, Chairman
  - Jeffrey Nolan, Vice Chairman
  - Mike Petrus, Past Chairman
  - Peggy Klimek
  - Gregory Thorell
- Staff:*
- Juanita Coghill, Jessica Sapio,
  - Debra Rudd, Linda Beatty
  - and Kelly Luteijn

## Message from the Superintendent

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and I applauded the forward thinking actions of our Governor and his staff. The consolidation work has made the summer go very fast; I can thank many people for making this happen. Primarily my thanks are directed to Debra Rudd and her staff that accepted the plan and worked tirelessly to make it come to fruition.

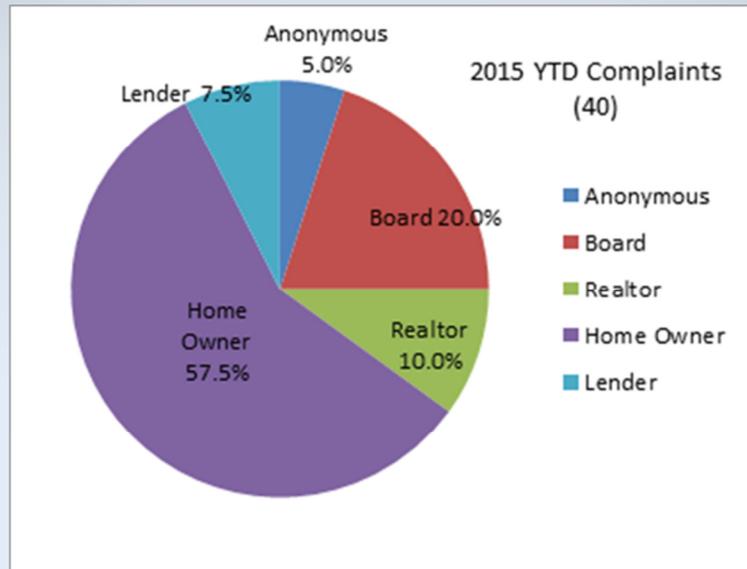
We will do our best to keep everyone apprised of the move that will be completed on July 16<sup>th</sup>, 2015 to DFI. Since we have all the current Appraisal staff joining us, we feel very confident of a smooth transition to 2910 N. 44<sup>th</sup> St in Phoenix.

I will do my best to visit with as many of you as I can in the coming months, but please call if there are concerns or questions. Debra, her staff and I will answer our phones when you call. After all, we work for you.

Lauren

## Complaint statistics

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In the first half of the calendar year there were 40 complaints filed. The above chart depicts who filed the complaint.

One of the biggest questions, related to the transition, is who will be reviewing the complaints. The answer is not a mystery. Your Appraisal Department staff has always been receiving, reviewing, preparing, and recommending complaints to the Board. They will continue to do this in the same format, but moving it through the process under the guidance of DFI. They will have full use of the Attorney General's office, and they will use Subject Matter Experts whenever necessary. Rest assured that the complaint resolution process is intended to keep all appraisers working at the highest level of excellence for the Arizona citizens.

While the process may look different, it does not mean that the Appraisers, AMCs or Property Tax Agents have lost their ability to meet with staff, discuss, and have a settlement conference. The process focuses on the parties in the matter, with respect and dignity, and once the case is closed, the results are a matter of public record.