

REAL ESTATE COMMISSION MEETING: August 15th – 17th, 2017

REPORT OF AUDITS SINCE: May 23rd, 2017

AUDIT DATE	SPONSOR	COURSE NUMBER, TITLE, DESIGNATION, HOURS AND DELIVERY METHOD	AUDITOR RATING AND COMMENTS; STAFF ACTION AND SPONSOR RESPONSE
5/17/17	Barbara Estes	CE.4455000-RE Mortgages: How They Really Work General 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. Rating overall for course and instructor was “Excellent” 2. The outline was carefully followed and the participants responded well to the class and content. 3. This course was very valuable as it offers completely updated material relevant to how loans and financing are being handled since the transition from HUD to CFPB. Financing is vastly different than a couple of years ago and there was a great deal of quality content based on those changes as it impacts real estate transactions. 4. The instruction demonstrated passion and energy for the course and its content. She delivered current, relevant information on this topic. About the only thing she could have done better was to come up with a better course title; one that would draw more agents who really need this information. 5. One of the most useful items was the presentation and discussion of loan pre-approvals in today’s financing environment. Some of the historical lending items may not be helpful per se, but still relevant in helping licensees understand how we got to where we are today. 6. I felt badly for the instructor as there were only 3 participants in her class. This can be difficult and leave the instructor feeling unmotivated to teach, but this didn’t seem to affect her. Kudos to her!

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5/25/17	Barbara Estes	CE.4501000-RE Are You Ready for “Home Ready & Home is Possible” General 3.0 hours Classroom	<ol style="list-style-type: none">1. Rating overall for course and instructor was “Excellent”2. The course did merit the number of hours and designation that is approved for.3. The course followed the outline. Only two people were in the course so it was simple.4. The course enhanced the licensee’s knowledge by showing financing options that are available.5. The instructor was a clear speaker and she followed the outline. She was perfect.6. The most useful information was learning about special financing for purchasing. A lot of it was helpful information.

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5/23/17	Community Association Solutions	CE.4477000-RE Property Management in the Common Interest Community Property Management 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. Overall the course was received a less than favorable due to the lack of information that was of practical use and the lack of educational information to the licensee. The course met for the required time but was lacking in substance. 2. The instructor followed the course outline adding two components that were not in the outline (Fair Housing and Short Term Rentals). The two added portions were appropriate and was the most well received from participants. The class was very large and considering the size, the instructor handled the class well. I spoke with two dual licensed (PM/CAMs) who complained that the class was boring and basic. Most participants seemed respectful and following along. 3. The goal of the class was to enhance the licensee's knowledge and therefore relationship, with CAM's. No goal existed to enhance the CAM's knowledge or relationship with PM's. The class seemed driven to explain to PM's what typical CC&R's restrict. 4. The instructor handled comments and questions from participants well. The inclusion of Fair Housing (specifically service animals) and Short Term Rentals to the class information was an informative adaption and shows the instructor's desire to improve the class. The instructor was not prepared with any property management information. He began the instruction stating he had no

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			<p>experience with property management and failed to review the common forms of the industry (i.e. GLVAR lease, GLVAR property management agreement) or understand the requirements of licensure. He asked have the PM's "heard of 118A." The PM participants looked shocked at the question.</p> <ol style="list-style-type: none">5. As mentioned above, Fair Housing and Short Term Rentals are important to both CAM's and PM's. This information was not a large part of the class. It was helpful, as a learning tool of such a large class, to have two monitors used to make sure all participants had a view of the slides.6. The class stated goal was not achieved in its presentation and little effort was taken in achieving an educational environment for property managers. The instructor was pleasant and earnestly seemed to be trying. For those reasons, it is surprising that his presentation bordered on insulting. To be frank, it seemed like the class was designed by CAM's in response to CAM complaints that working with PM's is awful. I don't know how much the CAM's could have taken away from the class either. I can only think the class would have been better if the instructor had read the forms common to the PM industry and learned the pre-licensing requirements of the PM permit. He seemed out of touch with the PM's not knowing the general processes. Going over dictionary definitions of condo, townhouse and single family residence is information that is considered salesperson pre-licensing and should be stricken from the class. The definitions were not presented with any relevance. It would have been more helpful to let CAMs & PMs know what the abilities and limitations are of the other party along with standard processes. The slides themselves show both an ignorance and a prejudice. Slide 2 "Complaints from Property
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			<p>Managers...please share” and Complaints from Community Managers....addressed below.” The whole class is geared toward CAM complaints. Slide 4 states that an owner must put in writing that a PM can communicate but the instructor had no previous knowledge or response that the GLVAR PM agreement has a blanket written authorization. When asked for common complaints, PMs provided complaints that were not addressed, ignored or not provided a solution. The CAMs were help up above the PMs. Ultimately though, the lack of useful information is the largest concern. Also, there was a woman who introduced the class and I believe to be Sarah Barry, who sat at the back of class and would interject her thoughts. This made for a less than organized class. Her interruptions were not grotesque but the instructor(s) may want to consider a division of topics to allow participants to discern what instruction vs. comment is. Guest speakers were appropriate and spoke within the allowed amount of time. Marketing was nominal and appropriate. Check-in and check-out was well organized. Certificates were lying in stacks on a table and it was up to the permit holders to find their certificate. I was unable to tell how many participants were PMs and how many were CAMs.</p>
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5/31/2017	McKissock LLC	CE.5876000-RE How is the Legalization of Marijuana Affecting the Real Estate General 3.0 Hours Internet	<ol style="list-style-type: none"> 1. Rating overall for course and instructor was “Excellent.” 2. The course did merit the approved designation and number of hours for the average licensee. 3. One of the resource links in the course (to Nevada’s laws, bills, initiatives, measures and/or amendments regarding medical/legal use of marijuana in this state) was not working. I sent an email to Bill Gallagher asking for assistance, but did not hear back. 4. McKissock’s internet course structure and materials are consistently good. 5. In today’s fast moving evolution of marijuana acceptance across the nation, knowing the background and advancement of laws at various governance levels is critical to all licensees. This course does a really, REALLY good job of explaining the how/what/why/where of the marijuana home and business growth, sales and personal uses, the pros and cons, how it affects structures and so much more. 6. Interesting but perhaps least helpful was the segment on how the term “420” came into being (college students’ code for meeting at 4:20 to smoke marijuana), but wasn’t a major section of the course. All the remainder was very helpful. 7. I cannot stress strongly enough what a great course this is. In today’s world, I’d almost want to see EVERY licensee take it. There is a comprehensive and understandable

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			<p>approach throughout to how marijuana affects users, growers and sellers, and especially how it affects future use/value of premises in which it is used, grown, stored and sold. The difference in laws from federal, state, county, municipality and even subdivisions is a thoroughly explored topic. The course also touches on international trends. I have to shout here: THIS IS A REALLY GOOD AND USEFUL COURSE FOR REAL ESTATE LICENSEES!</p>
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6/28/2017	Performance School of Real Estate	CE.5868000-RE The Code of Ethics Ethics 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. Rating overall for course and instructor was “Good.” 2. The class was written from a scholastic perspective and the author did a lot of “book” research on the subject. It was well presented from that perspective. 3. The instructor followed the content outline. She mentioned several times that she was not going to have NRED accuse her of not following the PowerPoint. 4. Unfortunately this course doesn’t enhance the licensee’s knowledge to better serve the public. Her knowledge base is as a lender and from having worked at GVLAR in their Marketing Department, so her examples were not on point from “real world” /“real estate.” 5. The instructor was very entertaining and she did her homework by reading up on the subject. What she could have done better was to have actual real estate experience. So many lenders think they know what we do. They do not. 6. The instructor tried really hard to make everyone understand how ethics apply using complaints she had heard as a lender as it related to Realtors. This was an interesting perspective. She really didn’t get how the standards of practice work with the articles of the code and she was unaware of the corresponding statutes & code and RESPA/TRID. 7. She did not market her loans or the company who hosted. She made some suggestions that were off point like getting

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			<p>“NRED to approve all our ads before we ran them.”</p> <p>Suggestions:</p> <p>She needs to read some cases and their results (with names, etc.) to become more familiar with the types of issues that come up and how they are handled through GLVAR’s professional standards and through NRED.</p> <p>The fee for the class was \$0.00</p> <p>She kept talking about being audited; it is difficult when you are the only students not from the host company. She actually asked if I was an auditor. I ignored the question by saying, “ok come on.”</p>
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7/2/2017	ABC Real Estate School	CE.5886000-RE Practical Applications: Broker Management Updates IV 3.0 Hours Internet	<ol style="list-style-type: none"> 1. Rating overall for course and instructor was “Good.” 2. The sponsor had a quick response system. I had a question referencing getting into the class I was looking for (sent late evening) and their response system was the next morning. 3. The course structure and materials aided the self-paced study process. 4. The course served as a review and a reminder to Brokers of the requirement. The commission review is good info for the Broker to know what the most violated items are. 5. The class consisted of basic items all Brokers’ should know. Thus all were relatively equal. Thus all was relevant. 6. I had a problem getting the class. When I went to the site, it showed as a Broker Management, but no CE number or the UPDATE IV verification. When I signed in and paid, it showed the class ID and full name....which was actually a prior class. Thus someone would have to pay for a class prior to the verification of CE number to assure it was not the same one taken for a license last renewal. See attached for how it was handled.

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7/20/2017	Nevada Real Estate Academy	CE.5633001-RE The Basics of Property Management Contracts 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. Rating overall for course and instructor was “Excellent.” 2. The course provided an in-depth and detailed look at both property management and contracts equally. 3. The instructor followed the course outline. The general response was phenomenal. There were licensees in the class without PM permits who were suddenly very interested in property management. There were multiple questions about various PM scenarios throughout the entirety of the course. 4. The course allows a licensee to seamlessly explain a rental contract to anyone looking to rent a home. It eliminates any gray areas and allows a lessee to know exactly what to expect. 5. WHAT THE INSTRUCTOR DID WELL: The instructor kept the class engaged. She provided an example of a scenario for each section of the Residential Property Management Agreement, as well as the lease agreement so it was easier to understand. WHAT THE INSTRUCTOR COULD HAVE DONE BETTER: Though it was minimal, there were times when the instructor would read the agreements verbatim, which made the class very dull. A quick summary of the

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			<p>paragraph being discussed, along with her example of a scenario would have sufficed.</p> <ol style="list-style-type: none">6. The most useful information from the course was seeing the live examples of both agreements. Engaging the audience and asking questions such as “What would you do in this scenario.” Offering different scenarios in such cases as a tenant who’s late on rent or who completely destroys a home. The least useful information was the video on Service Animals which wasn’t wholly necessary. We barely touched on the Fair Housing Act, and I felt the Service Animal Demonstration was just to fill up time.7. I wasn’t given an evaluation but they were handed out. And even though she knew I was from the Division and may have skipped me for that reason alone, I have received evaluations in the past. The course content also ended about 15 minutes prior to 4:00 p.m., but it should be noted the instructor did not let anyone leave. An attendee was admitted at 1:18 p.m., with no questions asked.
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7/20/2017	GLVAR	CE.4472000-RE Raising the Bar-Agency Representation at a Higher Level Agency 3.0 Hours Classroom	<ol style="list-style-type: none"> 1. Rating overall for course and instructor was “Excellent.” 2. The class merited the designation and met for the required time of a 3 hour course. 3. The instructor followed the course outline in a general way but ...”w/teams page” was not addressed and “adverse interests” was addressed very briefly. The class was comprised of licensees whose experience, with two exceptions, ranged from 5 to 40 years. As this was a group of more experienced agents, it is possible that the instructor chose to focus on other areas to engage and challenge the class. The participants seemed actively engaged and receptive. 4. The course was packed with information and further resources were taught in an engaging and relative manner. The handout material had page numbers and reference to those page numbers would have allowed students to get on the same page, as the instructor was quicker. The instructor could have referenced how suggested actions promote agency or could be a gray area. While the instructor’s presentation was geared more as a speaker, at least one “does anyone have any questions” would benefit the instructor to ensure that all participants were absorbing the information. 5. Promoting the idea of the client’s needs and expectations as integral to the success and longevity of the relationship between licensee and buyer/seller was very helpful. One of the slides had slogans (Campbell’s Soup & Police) that

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			<p>were paused on but there was no link to agency or explanation of the slide's purpose.</p> <p>6. The food sponsor's comments were brief. The class is the most enjoyable class I have attended (in at least the past two years). As for the gray area mentioned above: after a group session, a participant mentioned about posting on Facebook. This would have been an opportunity to discuss a risk of exposing (for example) confidential information (by posting or responding to posts without considering the wide and sensitive audience.) **It was difficult to count the total number of participants, as there were volunteers.</p>
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July 29, 2017	Real Estate Training Institute	CE.4493000-RE Personal Safety & Self Defense Personal Development 3.0 Hours Internet	<ol style="list-style-type: none"> 1. Rating overall for course and instructor was “Excellent.” 2. The course is approved for 3 hours credit, but it takes 4 hours to complete due to the course structure. Personal Development is the appropriate designation as there is only an indirect benefit to the public. 3. The course was well structured and had a logical flow to it. The materials especially for the earlier segments were helpful. 4. This was a safety and practical self-defense course, so while the value to the licensee was excellent the benefit to the public is less direct. 5. The most important information of the course was the excellent use of video which made this course the equal of any live class with respect to content and presentation. That is especially true for explaining and demonstrating good safety and awareness practices. At the same time, there were specific exercises and techniques that were extremely valuable and applicable, but these could not be practiced via the internet. However, I still have access to the videos and could go back and review them. I only wish more online classes used video in this manner. 6. Preston Taylor’s experience and presentation skills resulted in a safety and self-defense course that is not only relevant to licensees, but one where the material, techniques and practical applications are focused on the typical person. He explains and demonstrates how to use the least, but most effective force to handle common situations when

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			they arise. The awareness content and discussion surrounding the proper relationship and communication with a client are most welcome.
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