

FINAL ORDER BY DEFAULT

1 of 12 – Final Order By Default - Lisa Collins

2.1 A notice of intent is properly served when deposited in the United States mail, registered or certified mail, and addressed to the real estate licensee at the licensee's last known address of record with OREA. (ORS 183.415(2); OAR 137-003-0505; OAR 863-001-0006. If correctly addressed, such a notice is effective even though it is not received by the person to be notified. *Stroh v. SAIF*, 261 OR 117, 492 P2d 472 (1972) (footnote 3 in this case misquotes the cited treatise and contradicts the text of the opinion; treatise and cited case law support the proposition stated in the text.) Also, notice is effective even though the addressee fails or refuses to respond to a postal service "mail arrival notice" that indicates that certified or registered mail is being held at the post office. See *State v. DeMello*, 300 Or App 590, 716 P2d 732 (1986) (discussing use of certified mail to effectuate notice of driver's license suspension under ORS 482.570). See also *El Rio Nilo, LLC v. OLCC*, 240 Or App 362, 246 P3d 508 (2011) (Notice by certified mail effective even though addressee did not pick up in time to file request for hearing timely).(Oregon Attorney General's Administrative Law Manual and Uniform Model Rules Of Procedure Under the Administrative Procedures 2019 Edition at pages 97-98.

2.2 Collins' last known address of record with the Agency was 3810 Tulare Ave S, Salem, OR 97302.

2.3 A certified mailing of the *Notice of Intent* was mailed to Collins at her last known address of record on January 15, 2026. The certified mailing of the notice has not been returned to the Agency.

2.4 The notice was mailed certified to another possible address for Collins at 173 Salem Heights Ave SE, Salem, OR 97302. This certified mailing has not been returned to the Agency.

2.5 The notice was also mailed regular first-class mail in a handwritten envelope to both of the above possible addresses for Collins. The mailings in the handwritten envelope have not been returned to OREA. The OAH Rules contain a rebuttable presumption that documents sent by regular mail are received by the addressee. ORS 137-003-0520(10). If the regularly mailed notice is actually received, it is effective on the date received, rather than the date of mailing.

2.6 Over twenty (20) days have elapsed since the mailing of the notice and no written request for a hearing has been received.

2.7 According to ORS 696.775, the lapsing, expiration, revocation or suspension of a real estate license, whether by operation of law, order of the Real Estate Commissioner or decision of a court of law, or the inactive status of the license, or voluntary surrender of the license by the real estate licensee does not deprive the commissioner of jurisdiction to: (1) proceed with an investigation of the licensee; (2) conduct disciplinary proceedings relating to the licensee; (3) Take action against a licensee, including assessment of a civil penalty against the licensee for a violation of ORS 696.020(2); or (4) revise or render null and void an order suspending or revoking a license.

2.8 As noted in section 9 of the *Notice of Intent to Revoke License No. PB.201212857 And To Assess a Civil Penalty*, and section 2 above, the Agency's entire investigation file was designated as the record for purposes of presenting a prima facie case upon default, including submissions from Collins and all information in the administrative file relating to the mailing of notices and any responses received.

FINDINGS OF FACT

3.

3.1 Collins was licensed as a principal broker with Trilliant Property Management (Trilliant). Collins failed to renew her registered business license by the deadline of December 1, 2025, thereby her principal broker license became inactive on January 1, 2026.

3.2 Following an investigation related to two complaints submitted to the Agency, Collins stipulated to a reprimand of her principal broker license, which included the requirement to complete the 27-hour Property Manager Advanced Practices Course. The stipulated order was signed in December 2023.

Honhung Chan Complaint

3.3 On September 25, 2025, the Agency received a complaint from Honhung Chan (Chan) against Collins. In his complaint, Chan wrote that Trilliant charged additional management fees for a property that had been sold in July 2023 and was no longer managed.

Chan wrote that Trilliant collected management fees and tenant penalties from August to November 2023.

3.4 In his complaint, Chan wrote that Trilliant collected management fees for another property for the months of September and November 2023, when management of the property began in December 2023.

3.5 On September 25, 2025, the Agency sent an email to Collins at her email address of record with the Agency, requesting a response to the complaint received. No response was received, and Agency staff followed up on October 2, 2025. Collins responded to the email, and requested all additional communication be copied to two additional email addresses. Collins did not provide a response to the complaint.

3.6 On December 5, 2025, Agency Investigator Dylan Ray (Ray) sent an email to Collins to the three email addresses she had previously requested. Ray requested records and response from Collins. Between December 8, 2025, and December 12, 2025, Ray followed up with Collins through text message, voicemail, and additional email. No response from Collins was received.

Chun C Truong Complaint

3.7 On October 9, 2025, the Agency received a complaint from Chun Truong (Truong) against Collins. In his complaint, Truong wrote that Trilliant made repairs and updates to his rental units without owner approval. Truong also wrote that Trilliant billed expenses for the last year totaling \$30,009.00, leaving him with only \$3,691.00 of rental income.

3.8 On October 9, 2025, the Agency sent an email to Collins at her email address of record with the Agency, requesting a response to the complaint received. No response was received, and Agency staff followed up on October 16, 2025.

3.9 On December 5, 2025, Ray sent an email to Collins to the three email addresses she had previously requested. Ray requested records and response from Collins regarding the complaint received from Truong. Between December 8, 2025, and December 10, 2025, Ray followed up with Collins through text message, and a voicemail. No response from Collins was received.

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Sandra Stark Complaint

3.10 On November 20, 2025, the Agency received a complaint from Sandra Stark (Stark) against Collins. In her complaint, Stark wrote that Trilliant had failed to provide rental income for the months of September 2025, October 2025, and November 2025.

3.11 On November 20, 2025, the Agency sent an email to Collins at her email address of record with the Agency, requesting a response to the complaint received. No response was received, and Agency staff followed up on December 1, 2025.

3.12 On December 8, 2025, Ray sent a text message to Collins requesting a response that she was receiving Agency emails. Ray followed up with a voicemail to Collins on December 10, 2025.

3.13 On December 15, 2025, Ray sent an email to Collins to the three email addresses she had previously requested. Ray requested records and response from Collins regarding the complaint received from Stark. No response from Collins was received.

3.14 On December 15, 2025, Ray called the main office at Trilliant and spoke with John Kalio, associated with Valor Property Services. Kaleo explained to Ray that Collins had walked off the job a couple of months prior and had not returned. Kaleo told Ray he is in the process of helping to wind down Trilliant's property management business as they are closing.

3.15 A review of the website showed Trilliant Property Management continued to advertise property management services and real estate for rent through at least December 30, 2025.

3.16 All of the above demonstrate incompetence and untrustworthiness in performing acts for which the real estate licensee is required to hold a license and conduct that is below the standard of care for the practice of professional real estate activity in Oregon.

STATEMENT OF LAW APPLICABLE TO FINDINGS OF FACT

4.

4.1 ORS 696.301(3) states a real estate licensee's real estate license may be disciplined if they have: ORS 696.301(3) which states a real estate licensee's real estate license may be disciplined if they have: (3) disregarded or violated any provision of ORS

659A.421, 696.010 to 696.495, 696.600 to 696.785, 696.800 to 696.870 and 696.890 or any rule of the Real Estate Agency

4.2 ORS 696.301(12) states a licensee's real estate license can be disciplined if they have demonstrated incompetence or untrustworthiness in performing any act for which the licensee is required to hold a license.

4.3 ORS 696.301(15) states a licensee's real estate license can be disciplined if they have engaged in any conduct that is below the standard of care for the practice of professional real estate activity in Oregon as established by the community of individuals engaged in the practice of professional real estate activity in Oregon.

4.4 ORS 696.020(2) states an individual may not engage in, carry on, advertise or purport to engage in or carry on professional real estate activity, or act in the capacity of a real estate license, within this state unless the individual holds an active license as provided for in this chapter.

4.5 ORS 696.026(9) states all professional real estate activity conducted by the principal broker, licensed real estate property manager or real estate licensees associated with a principal broker or licensed real estate property manager must be conducted under an active registered business name.

4.6 ORS 696.990(6)(a) states a real estate licensee who is a real estate property manager or principal real estate broker and who is engaging in or who has engaged in the management of rental real estate may be required to forfeit and pay to the General Fund of the State Treasury a civil penalty of up to \$1,000.00 per day of violation, or a lesser penalty in an amount determined by the commissioner if the licensee fails to comply with rules that require the licensee to produce for inspection records related to the management of rental real estate that are maintained by the licensee as provided by ORS 696.280. ORS 696.990(6)(b) states a civil penalty imposed under this subsection may not exceed \$10,000.00.

4.7 OAR 863-025-0035(a)(b)(c) states a property manager must produce records required under section (1) of this rule for inspection by the Agency as follows: (a) When the Agency makes a request for production of property management records, the property manager must provide such records within no less than five banking days; (b) If the Agency has reasonable grounds to believe that funds of an owner or tenant may be missing or

misappropriated or that the property manager is engaging in fraudulent activity, any records demanded or requested by the Agency must be produced immediately; and (c) Failure to produce such records within the timelines stated in subsection (a) or (b) of this section is a violation of ORS 696.301.

ULTIMATE FINDINGS OF FACT

5.

5.1 Collins' license became inactive on December 1, 2025. The website for Trilliant Property Management references Collins as the only individual associated with that business conducting professional real estate activity. As of December 30, 2025, the website advertises property management services and real estate for rent.

5.2 Collins' complete failure to produce the records constitutes grounds to impose a civil penalty in an amount up to \$10,000.00 as per ORS 696.990(6)(a) and (b).

5.3 In summary, the facts above establish grounds to Revoke Collins' principal broker license and Assess a Civil Penalty.

CONCLUSIONS OF LAW

6.

6.1 Pursuant to ORS 183.417(4) and OAR 137-003-0670 Collins is in default.

6.2 The material facts establish a violation of a ground for discipline, by preponderance of the evidence, under ORS 696.301 as set forth in the *Notice of Intent to Revoke License No. PB.201212857 And To Assess a Civil Penalty*. ORS 696.396(1),(2)(c)(B).

6.3 Based on these violations, the Agency may revoke Collins' principal broker license.

6.4 Specifically, Collins is subject to discipline pursuant to ORS 696.301(3), (12) and (15) for (3) disregarding or violating any provision of ORS 659A.421, 696.010 to 696.495, 696.600 to 696.785, 696.800 to 696.870 and 696.890 or any rule of the Real Estate Agency; (12) demonstrating incompetence or untrustworthiness in performing any act for which the licensee is required to hold a license; and (15) engaging in any conduct that is below the standard of care for the practice of professional real estate activity in Oregon as established by

the community of individuals engaged in the practice of professional real estate activity in Oregon.

6.5 A revocation of Collins' principal broker license is appropriate for violations of ORS 696.301(3), (12) and (15).

6.6 A revocation of Collins' principal broker license is appropriate under ORS 696.396(2)(c)(B). According to ORS 696.396(2)(c)(B) the Agency may revoke a real estate license if the material facts establish a violation of a ground of discipline under ORS 696.301 that (B) exhibits incompetence in the performance of professional real estate activity.

6.7 Based on the evidence in the record, the preponderance of the evidence supports the revocation of Collins' principal broker license.

6.8 The Agency may therefore revoke Collins' principal broker license.

6.9 Pursuant to ORS 696.775 the expiration or lapsing of Collins' license does not prohibit the Commissioner from proceeding with this, or further action.

6.10 The specific violations are repeated here below:

(1) Violation: By failing to provide property management records, as requested by the Agency, Collins violated ORS 696.301(3) as it incorporates ORS 696.280(3) 2023 Edition, which states: (3) Records maintained under this section must at all times be open for inspection by the Real Estate Commissioner or the commissioner's authorized representatives.

In addition, Collins violated ORS 696.301(3) and its implementing rule OAR 863-025-0035(a)(b)(c) 1/1/2025 Edition, which states: (2) A property manager must produce records required under section (1) of this rule for inspection by the Agency as follows: (a) When the Agency make a request for production of property management records, the property manager must provide such records within no less than five banking days; (b) If the Agency has reasonable grounds to believe that funds of owner or tenant may be missing or misappropriated or that the property manager is engaging in fraudulent activity, any records demanded or requested by the Agency must be produced immediately; and (c) Failure to produce such records within the timelines stated in subsection (a) or (b) of this section is a violation of ORS 696.301.

Collins is subject to civil penalty under ORS 696.990(6)(a)(b) 2023 Edition, which states: (6)(a) Except as provided in paragraph (b) of this subsection, a real estate licensee who

is a real estate property manager or principal real estate broker and who is engaging in or who has engaged in the management of rental real estate may be required to forfeit and pay to the General Fund of the State Treasury a civil penalty of up to \$1,000 per day of violation, or a lesser penalty in an amount determined by the commissioner, if the licensee fails to comply with rules that require the licensee to produce for inspection records related to the management of rental real estate that are maintained by the licensee as provided by ORS 696.280; (b) A civil penalty imposed under this subsection may not exceed \$10,000.

(2) Violation: By failing to provide property management records, as requested by the Agency, Collins violated ORS 696.301(3) as it incorporates ORS 696.280(3) 2023 Edition, which states: (3) Records maintained under this section must at all times be open for inspection by the Real Estate Commissioner or the commissioner's authorized representatives.

In addition, Collins violated ORS 696.301(3) and its implementing rule OAR 863-025-0035(a)(b)(c) 1/1/2025 Edition, which states: (2) A property manager must produce records required under section (1) of this rule for inspection by the Agency as follows: (a) When the Agency make a request for production of property management records, the property manager must provide such records within no less than five banking days; (b) If the Agency has reasonable grounds to believe that funds of owner or tenant may be missing or misappropriated or that the property manager is engaging in fraudulent activity, any records demanded or requested by the Agency must be produced immediately; and (c) Failure to produce such records within the timelines stated in subsection (a) or (b) of this section is a violation of ORS 696.301.

Collins is subject to civil penalty under ORS 696.990(6)(a)(b) 2023 Edition, which states: (6)(a) Except as provided in paragraph (b) of this subsection, a real estate licensee who is a real estate property manager or principal real estate broker and who is engaging in or who has engaged in the management of rental real estate may be required to forfeit and pay to the General Fund of the State Treasury a civil penalty of up to \$1,000 per day of violation, or a lesser penalty in an amount determined by the commissioner, if the licensee fails to comply with rules that require the licensee to produce for inspection records related to the management of rental real estate that are maintained by the licensee as provided by ORS 696.280; (b) A civil penalty imposed under this subsection may not exceed \$10,000.

(3) Violation: By failing to provide property management records, as requested by the Agency, Collins violated ORS 696.301(3) as it incorporates ORS 696.280(3) 2023 Edition, which states: (3) Records maintained under this section must at all times be open for inspection by the Real Estate Commissioner or the commissioner's authorized representatives.

In addition, Collins violated ORS 696.301(3) and its implementing rule OAR 863-025-0035(a)(b)(c) 1/1/2025 Edition, which states: (2) A property manager must produce records required under section (1) of this rule for inspection by the Agency as follows: (a) When the Agency make a request for production of property management records, the property manager must provide such records within no less than five banking days; (b) If the Agency has reasonable grounds to believe that funds of owner or tenant may be missing or misappropriated or that the property manager is engaging in fraudulent activity, any records demanded or requested by the Agency must be produced immediately; and (c) Failure to produce such records within the timelines stated in subsection (a) or (b) of this section is a violation of ORS 696.301.

Collins is subject to civil penalty under ORS 696.990(6)(a)(b) 2023 Edition, which states: (6)(a) Except as provided in paragraph (b) of this subsection, a real estate licensee who is a real estate property manager or principal real estate broker and who is engaging in or who has engaged in the management of rental real estate may be required to forfeit and pay to the General Fund of the State Treasury a civil penalty of up to \$1,000 per day of violation, or a lesser penalty in an amount determined by the commissioner, if the licensee fails to comply with rules that require the licensee to produce for inspection records related to the management of rental real estate that are maintained by the licensee as provided by ORS 696.280; (b) A civil penalty imposed under this subsection may not exceed \$10,000.

(4) Violation: Collins failed to renew her registered business name with the Agency, causing her principal broker license to become inactive. The website for Trilliant Property Management advertised property management services and real estate for rent through at least December 30, 2025, in violation of ORS 696.301(3) as it incorporates 696.020(2) 2023 Edition, which states: (2) an individual may not engage in, carry on, advertise or purport to engage in or carry on professional real estate activity, or act in the capacity of a real estate

licensee, within this state unless the individual holds an active license as provided for in this chapter.

In addition, Collins violated ORS 696.026(9) 2023 Edition, which states: (9) All professional real estate activity conducted by the principal broker, licensed real estate property manager or real estate licensees associated with a principal broker or licensed real estate property manager must be conducted under an active registered business name.

(5) Violation: Based on the foregoing, Collins is subject to discipline under ORS 696.301(12)(15) 2023 Edition, which states a licensee's real estate license may be disciplined who has: (12) Demonstrated incompetence or untrustworthiness in performing any act for which the real estate licensee is required to hold a license; and (15) Engaged in any conduct that is below the standard of care for the practice of professional real estate activity in Oregon as established by the community of individuals engaged in the practice of professional real estate activity in Oregon.

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ORDER

IT IS HEREBY ORDERED that Collins' principal broker license is revoked.

IT IS FURTHER ORDERED that, pursuant to ORS 696.990()(a)(b)(9) and ORS 696.990(6)(a)(b) and based upon the violations set forth above, Collins pay a civil penalty of \$10,000.00, said penalty to be paid to the General Fund of the State Treasury by paying the same to OREA

Dated this 17th day of February, 2026.

OREGON REAL ESTATE AGENCY

Signed by:
Steve Strobe
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Steven Strobe
Real Estate Commissioner

NOTICE OF RIGHT TO APPEAL: You are entitled to judicial review of this Order. Judicial review may be obtained by filing a petition for review within 60 days from the date of service of this order. Judicial review is to the Oregon Court of Appeals, pursuant to the provisions of ORS 183.482.