Oregon
Tina Kotek, Governor

AGENDA ITEM NO.

I.C.

Real Estate Agency
775 Summer St. NE, Suite 330
Salem, Oregon 97301
Phone: (503) 378-4170
www.oregon.gov/rea

Notice of Public Meeting
OREGON REAL ESTATE BOARD
Regular Meeting Agenda
Salem, OR
August 3, 2026

I. BOARD BUSINESS - Chair Juarez

A. Call to Order
B. Chair Juarez comments/Roll Call
C. Approval of the Agenda and Order of Business
D. Approval of 06.01.26, regular meeting minutes
E. Date of the Next Meeting: 10.05.26 to begin at 10am, Location: TBD, Portland, OR

II. PUBLIC COMMENT - Chair Juarez

A. This time is set aside for persons wishing to address the Board on matters not on the agenda. Speakers will be limited to five minutes.
B. The Board Chair reserves the right to further limit or exclude repetitious or irrelevant presentations. If written material is included, 12 copies of all information to be distributed to board members should be given to the Board Liaison prior to the meeting.
C. Action will not be taken at this meeting on citizen comments. The Board, however, after hearing from interested citizens, may place items on a future agenda so proper notice may be given to all interested parties.
D. If no one wishes to comment, the next scheduled agenda item will be considered.

III. REQUESTS FOR WAIVERS - Chair Juarez

A. None

IV. PETITION TO QUALIFY AS A CONTINUJING EDUCATION PROVIDER - Chair Juarez

A. Daniel Schaffner
B. Scott Manning

V. NEW BUSINESS –Commissioner Strode

A. Property Management Legislative Concepts

VI. BOARD ADVICE/ACTION - Commissioner Strode

A. Transaction Coordinators - OREN-J article and survey results discussion

Interpreter services, auxiliary aids for persons with disabilities, and access to attend remotely by videoconference, are available upon 48-hours advance request.

VII. **ADMINISTRATIVE ACTIONS SUMMARY - Chair Juarez**

VIII. **REPORTS – Chair Juarez**

A. Agency Reports – Deputy Commissioner Higley

1. Communications – Mesheal Tracy
2. Regulation Division – Elli Kataura
3. Compliance Division- Liz Hayes
4. Land Development Division – Michael Hanifin
5. Licensing Division – Nenah Darville
6. Administrative Services Division – Reba Dunnington

IX. **ANNOUNCEMENTS – Chair Juarez.**

Next board meeting: 10.05.26 to begin at 10am, Location: Portland, OR -**TBD**

X. **ADJOURNMENT – Chair Juarez**

Interpreter services, auxiliary aids for persons with disabilities, and access to attend remotely by videoconference, are available upon advance request.

Oregon
Tina Kotek, Governor

AGENDA ITEM NO.

I.D.

Real Estate Agency
775 Summer St. NE, Suite 330
Salem, Oregon 97301
Phone: (503) 378-4170
www.oregon.gov/rea

OREGON REAL ESTATE BOARD
Regular Meeting Minutes
Online
June 1, 2026
10:00 a.m.

BOARD MEMBERS PRESENT: Dawn Duerksen
Tom Tapia
Debra Neil
LaTasha Beal
James Komro
Michael Warren
Heidi Hazel
Stacy Ellingson

BOARD MEMBERS ABSENT: Jessenia Juarez

OREA STAFF PRESENT: Steve Strode, Commissioner
Anna Higley, Deputy Commissioner
Mesheal Tracy, Communications, Policy, and DEI Director

I. BOARD BUSINESS - Chair Juarez

A. Call to Order
B. Chair Juarez comments/Roll Call
C. Approval of the Agenda and Order of Business

MOTION TO APPROVE 06.01.26 REGULAR MEETING AGENDA BY MICHAEL WARREN.
SECONDED BY HEIDI HAZEL
MOTION CARRIED BY UNANIMOUS VOTE

D. Approval of 04.06.26, regular meeting minutes

MOTION TO APPROVE 04.06.26 REGULAR MEETING MINUTES AS SUBMITTED BY HEIDI HAZEL.
SECONDED BY TOM TAPIA
MOTION CARRIED BY UNANIMOUS VOTE

E. Date of the Next Meeting: 08.03.26 to begin at 10am, Location: Salem

II. PUBLIC COMMENT - Chair Juarez

A. This time is set aside for persons wishing to address the Board on matters not on the agenda. Speakers will be limited to five minutes.
B. The Board Chair reserves the right to further limit or exclude repetitious or

irrelevant presentations. If written materialis included, 12 copies of all information to be distributed to board members should be given to the Board Liaison prior to the meeting.

C. Action will not be taken at this meeting on citizen comments. The Board, however, after hearing from interested citizens, may place items on a future agenda so proper notice may be given to all interested parties.
D. If no one wishes to comment, the next scheduled agenda item will be considered.

III. REQUESTS FOR WAIVERS - Chair Juarez

A. Tanner Dubar

MOTION TO APPROVE WAIVER BY LATASHA BEAL
SECONDED BY MICHAEL WARREN
MOTION CARRIED BY UNANIMOUS VOTE

IV. PETITION TO QUALIFY AS A CONTINUJING EDUCATION PROVIDER - Chair Juarez

A. None

V. NEW BUSINESS –Commissioner Strode

A. Transaction Coordinators

VI. BOARD ADVICE/ACTION - Commissioner Strode

A. Oregon Ethics Commission Training for Public Bodies – Lex Tingey

VII. ADMINISTRATIVE ACTIONS SUMMARY - Chair Juarez

VIII. REPORTS – Chair Juarez

A. Agency reports-written

IX. ANNOUNCEMENTS – Chair Juarez.

Next board meeting: 08.03.26 to begin at 10am, Location: Oregon Real Estate Agency office, Salem, OR

X. ADJOURNMENT – Chair Juarez

AGENDA ITEM NO. III.

OREGON REAL ESTATE AGENCY – Experience Requirement Waiver Request Log (2018-2025)

DATE	NAME	LICENSE TYPE	APPROVED/DENIED	FACTS AND BOARD DISCUSSION
04.02.18	Ross Kelley	PB	Denied	**FACTS**: Ross Kelley requests a waiver of experience to become a principal broker. Mr. Kelley explained his request was based on his legal experience on both residential and commercial real estate and also that his business model would be a small scale of commercial properties. Dave Koch asked Mr. Kelley about his attitude towards managing and Mr. Kelley responded that his goal would be to provide exemplary service and he has reviewed ORS Chapter 696. Mr. Koch asked Mr. Kelley if he had supervision experience and Mr. Kelley responded that has supervised paralegals, attorneys and in his current position as well. Alex MacLean asked Mr. Kelley if he has had any experience with day to day transaction activity and Mr. Kelley responded he has worked with many brokers as well as buyers and sellers. **MOTION TO DENY MR. KELLEY'S REQUEST FOR WAIVER OF EXPERIENCE AND RECOMMEND MR. KELLEY MAKE HIS REQUEST AFTER ONE YEAR OF EXPERIENCE BY DAVE KOCH** **SECOND BY PAT IHNAT** **MOTION CARRIED BY UNANIMOUS VOTE**
06.04.18	Ryan McGraw	PB	Approved	**FACTS:** Ryan McGraw requests experience waiver to become principal broker. Mr. McGraw appeared and explained the basis for his request for waiver was that he has practiced real estate law in some form for 9 years. He also explained that for the past 2 years he has been the equivalent to a principal broker in California, however, he relocated to Oregon and did not build the business in California. Mr. McGraw obtained his broker license in Oregon about a year ago and has handled some transactions but his goal was to build a residential property management business while continuing to sell homes. Dave Koch asked Mr. McGraw what supervisory experience he had. Mr. McGraw responded that for the last 6 years he has been responsible for supervising 22 staff in his current role. Dave Hamilton asked Mr. McGraw if he was operating as both realtor with a company and also the energy company. Mr. McGraw responded that he was operating as both. Commissioner Bentley clarified the area of concern for board members was Mr. McGraw his lack of experience in supervising new licensees and Mr. McGraw responded that he agreed with that concern and would only take on licensees that are fully experienced. Discussion: Alex MacLean stated although Mr. McGraw's lack of experience with supervision was a concern Mr. MacLean was in support of approval of this motion. Mr. Koch asked Mr. McGraw to expand on his management process/experience and Mr. McGraw described how he has handled various personnel issues as a manager/supervisor. Jose Gonzalez also expressed his support for approval of this motion. Pat Ihnat asked Mr. McGraw how he handled lease negotiations and Mr. McGraw responded that he has been involved as supervising and also has used brokers. **MOTION TO APPROVE RYAN MCGRAW'S REQUEST FOR WAIVER OF EXPERIENCE BY LAWNAE HUNTER** **SECOND BY PAT IHNAT** **MOTION CARRIED BY UNANIMOUS VOTE**
12.10.18	Joseph Edwards	PB	Withdrawn	Joseph Edwards requests an experience waiver, Mr. Edwards contacted the agency to cancel his appearance due to unsafe road conditions.
04.01.19	Ross Kelley	PB	Denied	Ross Kelley requests experience requirement waiver. Chair Farley asked Mr. Kelley to expand on the basis of his request for a waiver. Mr. Kelley explained that since his appearance before the board about a year ago he had completed two transactions and had a listing pending. Mr. Kelley stated that becoming a principal broker would allow him to provide quality service to his clients and also open his own real estate brokerage firm. **DISCUSSION:** Alex MacLean expressed his appreciation to Mr. Kelley for appearing before the board for a second time and also encouraged him to continue gaining the required experience to become a principal broker. Jose Gonzalez explained that his personal experience of learning from principal brokers was instrumental for him in becoming a principal broker. **MOTION TO DENY ROSS KELLEY'S REQUEST FOR WAIVER BY DEBRA GISRIEL** **SECOND BY DAVE HAMILTON** **MOTION CARRIED BY UNANIMOUS VOTE**
6.3.19	Ruth Howard	PB	Approved	Ruth Howard requested a waiver of experience to become a principal broker. Howard appeared in person. Howard explained the basis for her request. Worked in real estate as a secretary for an office in 1980. Over the years she owned a small business and leased homes for a retirement community, She then got her real estate license. She was asked by the outgoing principal broker and the president of her current company to become the principal broker despite not having the required experience. Dave Koch asked if Laurie Thiel had comments. Theil spoke on Howard's behalf. Koch recused himself from the vote, but recommended approval comments. Thiel spoke on Howard's behalf, Koch recused himself f om the vote, but recommended approval of the request. Pat Ihnat commented that Koch is usually is the one that questions experience waiver requests) and that Koch's support is uncharacteristic. Howard explained how her leasing experience helped her in professional real estate. Lawnae commented favorable on 1-Ioward1s background, Ihnat asked how many are in the office now. Howard responded 20. Lawnae asked about trust accounting experience. Debra Gisriel asked if there is another principal broker

				in the office who can step in, Thiel stated that there are licensees that who could meet the requirements but no one with the desire or skills to manage, Gisriel suggested that Howard take the Principal Broker Advanced Practices course and the Principal Broker Academy right away. Dave Hamilton asked question about transaction issues. Alex MacLean inquired about time line for Bill (current PB in the office) to mentor, number of deals occurring in office and experience of brokers in office. MacLean also asked how many RE/MAX offices are in Portland, where are management meetings held, if other RE/MAX management is available to her as a resource, and what her plans are for growing office. Koch commented on history of office. MacLean confirmed Bill is retiring from management of office, not from real estate business, and asked about Dave Koch's relationship with the office and RE/MAX. Ihnat commented when Howard obtains a principal broker license, she could leave RE/MAX and open her own office. Jef Farley commented on the shortcomings of the law requiring only three years of active licensed experience to obtain a principal broker license. **DISCUSSION:** Dave Hamilton commented he considers Dave Koch's recommendation. Lawnae agreed. Pat said leasing experience similar. Susan commented on past leasing experience and number of transactions completed. **MOTION TO APPROVE RUTH HOWARD'S REQUEST FOR WAIVER OF EXPERIENCE BY PAT IHNAT.** **SECOND BY DEBRA GISRIEL.**
2.3.20	Christopher Ambrose	PB	Approved	Christopher Ambrose, Mr. Ambrose explained that he had been practicing attorney with Ambrose Law Group and an active attorney for approximately 30 years. He also stated that he was one of three owners of Total Real Estate Group LLC, which is a residential brokerage based out of Bend and his waiver request is based on his hands on experience as well as working very closely with the principal broker employed at Total Real Estate Group. Mr. Ambrose reported his company closed approximately 70 ns last year, bringing in 55 million in sales and that he had worked with and assisted in the selection of software. Alex MacLean asked Mr. Ambrose how his becoming a principal broker would affect the current principal broker at the company. Mr. Ambrose explained that he would continue to work closely with the principal broker but focus on managing the office and allocating duties while principal broker would continue to produce. Dave Hamilton asked Mr. Ambrose is the current principal broker was a principal in the company and Mr. Ambrose stated current principal broker is not a principal in the company. **Discussion:** Pat Ihnat, Dave Hamilton and Kim Heddinger all stated that they advocated the approval of the Mr. Ambrose's waiver request based on his experience in both the legal and real estate industry. Ms. Heddinger asked Mr. Ambrose if his intention was to continue to practice law and Mr. Ambrose affirmed. **MOTION TO APPROVE CHRISTOPHER AMBROSE'S WAIVER REQUEST BY ALEX MACLEAN** **SECOND BY PAT IHNAT** **MOTION CARRIED BY UNANIMOU VOTE**
12.07.20	Jerry Jones	PB	DENIED	Chair Hunter asked Mr Jones to explain the basis for his waiver request and he responded that he had held various business roles in the real estate industry, such as development projects, commercial management firm. He also explained that he wanted to expand to a brokerage firm and that having the principal broker designation would be a tremendous professional benefit. Susan Glen asked Mr Jones if he was aware of the 3 year requirement previously and re responded that he was aware of the requirement. Marie Due asked Mr. Jones if he had management experience. Mr. Jones explained that he had managed teams of 2 to 3 brokers and upwards of 20. Pat Ihnat stated that managing brokers requires dealing with substantive issues rather than broad management. Jose Gonzalez asked Mr. Jones what options were available to him if his waiver request were to be denied and Mr. Jones replied that the principal broker who plans on retiring would postpone his retirement if necessary. **MOTION TO DENY JERRY JONES'S 3 YEAR EXPERIENCE WAIVER REQUEST BY ALEX MACLEAN** **SECOND BY MARIE DUE** **MOTION CARRIED BY UNANIMOUS VOTE**
12.07.20	Eric Zechenelly	PB		Chair Hunter asked Mr. Zechenelly to explain the basis for his waiver request and he responded that his family owns and operates multiple businesses relating to various areas of real estate, which he has been involved in since he was in high school. He also explained that he received a Master Degree in Real Estate Development from Portland State University. Alex MacLean asked Mr. Zechnelly who he would be managing and what type of business and he responded that the business was a manufactured home company involving commercial real estate transactions and he would be managing a couple of brokers. Pat Ihnat asked Mr. Zechnelley how he believed his degree weighed in on answering questions from brokers and he replied that many of the courses he took covered law/rule content along with transaction processes. DISCUSSION: Pat Ihnat stated although Mr. Zechnelly's experience was with manufactured homes, his course study and degree were impressive. Alex MacLean stated Mr. Zechnelley's would benefit from more management experience. **MOTION TO DENY ERIC ZECHNELLEY'S 3 YEAR EXPERIENCE WAIVER REQUEST BY ALEX MACLEAN** **SECOND BY DAVE HAMILTON** **MOTION CARRIED BY UNANIMOUS VOTE**
02.01.21	Robert Tessmer	PB	MOTION FAILED – TIE VOTE	Chair MacLean asked Mr. Tessmer to explain the basis for his waiver request and he responded that his career had consisted of property searches, purchasing, rebuilding, and renovating. He also explained that as a veteran his goals were to work with

				disabled veterans and assist them with finding homes. Pat Ihnat asked Mr. Tessmer to explain how his experience met with the waiver request requirements and he explained that he his experience included lease negotiations, writing leases, and contract management. Vice Chair Ihnat asked Mr. Tessmer if he planned to employ brokers and he responded that at some point he would be employing brokers. Lawnae Hunter asked Mr. Tessmer to provide a summary of his supervisory experience and he responded that he had vast experience with contract management and managing people with setting their career enhancement guidelines. Lawnae Hunter also asked Mr. Tessmer if he was familiar with the financial responsibilities required of a principal broker. Mr. Tessmer explained that he was familiar with the financial responsibilities. Dave Hamilton asked Mr. Tessmer what experience he had with overseeing several brokers and ensuring that they follow proper guidelines and he responded he would have a business plan in place to facilitate proper supervision. Discussion: Chair MacLean asked Mr. Tessmer to elaborate on his connection to Mr. Larkin. Mr. Tessmer explained that his relationship with Mr. Larkin was as a mentor and seeking his advice/input on certain situations. Susan Glen asked Mr. Tessmer if he had considered working under the supervision of a principal broker for a period of time and he responded that he would not work well in that type of setting or environment. **MOTION TO APPROVE ROBERT TESSMER'S EXPERIENCE WAIVER REQUEST BY LAWNAE HUNTER** **SECOND BY PAT IHNAT** **MOTION FAILS BY TIE VOTE (AYES: LAWNAE HUNTER, SUSAN GLEN, PAT IHNAT, ALEX MACLEAN. NAYS: MARIE DUE, DEBRA GISRIEL, KIM HEDDINGER, DAVE HAMILTON)**
02.01.21	Eric Zechenelly	PB	APPROVED	Eric Zechnelley - Mr. Zechenelly asked Chair MacLean the reason the board denied his previous waiver request on 12.7.20 and both Chair MacLean and Dave Hamilton responded that the reason for the denial was lack his of experience. Vice Chair Ihnat stated that she would be inclined to support Mr Zechenelly's waiver request based on his college degree. David Malcolm, attorney for Mr. Zechenelly, explained that he reviewed the last 5 years of waiver requests and board meeting minutes and determined that Mr. Zechenelly has met the requirements for to qualify for a waiver request. **MOTION TO APPROVE ERIC ZECHNELLEY'S WAIVER REQUEST BY PAT IHNAT** **SECOND BY LAWNAE HUNTER** **MOTION CARRIED BY UNANIMOUS VOTE**
04.05.21	Robert Tessmer	PB	APPROVED	Robert Tessmer - David Malcolm, attorney for Mr. Tessmer explained Mr. Tessmer's qualifications qualifying him for the waiver request. Alex MacLean asked Mr. Malcolm to explain Mr. Tessmer's anticipated supervisory duties would be and Mr. Malcolm responded that Mr. Tessmer had no plans to hire brokers. Pat Ihnat summarized Mr. Tessmer's business plan as a sole proprietor shop, assisting buyers to find property. Debra Gisriel asked Mr. Tessmer is he currently held a brokers' license or taken the principal broker's course work and Mr. Malcolm responded that Mr. Tessmer did not hold a broker's license or taken the principal broker's coursework. **MOTION TO APPROVE ROBERT TESSMER'S EXPERIENCE WAIVER REQUIREMENT REQUEST BY LAWNAE HUNTER** **SECOND BY PAT IHNAT** **MOTION CARRIED BY 6 AYES (ALEX MACLEAN, PAT IHNAT, MARIE DUE, KIM HEDDINGER, JOSE GONZALEZ, AND LAWNAE HUNTER) AND 3 NAYS (DAVID HAMILTON, SUSAN GLEN, AND DEBRA GISRIEL)**
06.07.21	Michael Paluska	PB	APPROVED	Michael Paluska explained his background as an attorney he did not practice litigation and had over 25 years of experience in real estate law. Chair MacLean asked Mr. Paluska what experience he had with continuing education and Mr. Paluska responded that he had provided continuing education for the commercial industry members and for attorneys. Lawnae Hunter asked Mr. Paluska if he intended to operate a traditional brokerage, which would include supervising other brokers and he indicated that was his intention. Chair MacLean asked Mr. Paluska to elaborate on his current supervisory role and he explained that his practice consisted of one attorney and his management experience has been managing staff at various companies that he has owned. Dave Hamilton asked if he intended to continue to run his law firm and Mr. Paluska responded that he would. **MOTION TO APPROVE MICHAEL PALUSKA'S REQUEST FOR EXPERIENCE WAIVER BY PAT IHNAT** **SECOND BY KIM HEDDINGER** **MOTION CARRIED BY 8 YES VOTES (ALEX MACLEAN, PAT IHNAT, MARIE DUE, JOSE GONZALEZ, DEBRA GISRIEL, LAWNAE HUNTER, SUSAN GLEN, AND KIM HEDDINGER) ONE NO (DAVE HAMILTON)**
04.04.22	Dana McNeil	PB	APPROVED	Dana McNeil requested board approval for a 21 month waiver of the 3 year broker experience requirement for the principal broker license. Ms. McNeil outlined her experience of 15 years in commercial real estate, working specifically in the GSA niche in real estate negotiation, project management and construction. **MOTION TO APPROVE DANA MCNEIL'S REQUEST FOR EXPERIENCE WAIVER BY ALEX MACLEAN** **SECOND BY LAWNAE HUNTER** **MOTION CARRIED BY UNANIMOUS VOTE**
06.06.22	Robert Pile	PB	MOTION FAILED – TIE VOTE	**MOTION TO APPROVE ROBERT PILE PRINCIPAL BROKER EXPERIENCE WAIVER BY ALEX MACLEAN** **SECOND BY LAWNAE HUNTER** **MOTION DOES NOT CARRY WITH SPLIT VOTE– (Gisriel-Nay, Due-Nay, Glen-Nay, Heddinger-Nay, Beal-Aye, Hunter-Aye, MacLean-Aye, Ihnet-Aye)**
12.5.22	Robert Pile	PB	APPROVED	**MOTION TO APPROVE ROBERT PILE'S REQUEST FOR EXPERIENCE WAIVER BY LAWNAE HUNTER SECOND BY LATASHA BEAL** **MOTION CARRIED BY UNANIMOUS VOTE**

2.6.23	Kristie Hornbeck	PB	MOTION FAILED – TIE VOTE	**MOTION TO APPROVE KRISTIE HORNBECK PRINCIPAL BROKER EXPERIENCE WAIVER** **MOTION BY LAWNAE HUNTER** **SECOND BY KIM HEDDINGER** **MOTION DOES NOT CARRY WITH SPLIT VOTE– (Hunter-Aye, Heddinger-Aye, Beal-Aye, Gonzalez-Aye, Due-Nay, Ihnat-Nay, MacLean-Nay, Warren-Nay, Glen-Abstain)**
4.3.23	Kristie Hornbeck	PB	APPROVED	**MOTION TO APPROVE KRISTIE HORNBECK PRINCIPAL BROKER EXPERIENCE WAIVER** **MOTION BY LAWNAE HUNTER** **SECOND BY SUSAN GLEN** **MOTION CARRIED BY UNANIMOUS VOTE**
6.2.25	John Royston Miller III	PB	APPROVED	**MOTION TO APPROVE JOHN ROYSTON MILLER III PRINCIPAL BROKER EXPERIENCE WAIVER** **MOTION BY TOM TAPIA** **SECOND BY STACY ELLINGSON** **MOTION CARRIED BY 7 YES VOTES (Michael Warren-Aye, Stacy Ellingson-Aye, Jose Gonzalez-Yea, James Komro-Aye, Tom Tapia-Aye, Debra Neal-Aye, Dawn Duerksen-Aye, LaTasha Beal-Nay)**
6.1.26	Tanner Dunbar	PB	APPROVED	**MOTION TO APPROVE TANNER DUNBAR PRINCIPAL BROKER WAIVER – LATASHA BEAL** **SECOND BY MICHAEL WARREN** **MOTION CARRIED BY UNANIMOUS VOTE**

AGENDA ITEM NO.
IV.

Continuing Education Provider Petition

Oregon Real Estate Board Review Criteria

When evaluating a petition from an applicant who does not otherwise qualify as a Continuing Education Provider (CEP), Board members should assess the following three criteria:

1. Has the petitioner demonstrated expertise and experience in providing educational courses to real estate licensees?

OR

2. Has the petitioner demonstrated expertise and experience in at least two of the eligible course topics?

Petitioner should demonstrate expertise in at least two of the following topics:

- Principal broker/property manager recordkeeping
- Principal broker supervision responsibilities
- Clients' trust accounts
- Agency relationships and responsibilities
- Misrepresentation
- Property management
- Advertising regulations
- Disclosure requirements
- Consumer protection
- Antitrust issues
- Commercial real estate
- Real estate contracts
- Real estate taxation
- Property evaluation, appraisal, or valuation
- Fair housing laws
- Managing a real estate brokerage
- Business ethics
- Risk management
- Dispute resolution
- Real estate finance
- Real estate title
- Real estate escrows
- Real estate development
- Condominiums
- Subdivisions
- Unit owner/homeowner associations
- Timeshares
- Water rights
- Environmental protection
- Land use planning/zoning
- Real estate economics
- Real estate law and regulation
- Negotiation

AND

3. Does the petitioner know and understand the responsibilities of a CEP?

Petitioner should know and understand a CEP's responsibility to ensure:

- Courses fall within the eligible course topics
- Learning objectives are established that meet minimum requirements
- Topics & length of course are clearly communicated to licensees
- Instructors meet required qualifications and the instructor form is completed
- Certificates of attendance are issued to licensees
- Course and attendance records are maintained for at least 3 years

CEP Qualifications

To apply to be a CEP, an applicant must be one of the following:

- A main or branch office of a registered business name.
- A licensed title or escrow company doing business in Oregon.
- A real estate trade association
- A trade association in a related field
- A multiple listing service
- An attorney or law firm with at least one attorney active with the Oregon State Bar
- A private career school licensed by the Higher Education Coordinating Commission and approved by the Agency to offer pre-license courses
- An accredited community college, an accredited public university, or a private and independent institution of higher education
- A distance learning provider whose courses have been approved by ARELLO
- **A person who does not meet the above requirements, but whose qualifications have been approved by the Real Estate Board**

Petition Process

To request the Oregon Real Estate Board to approve their qualifications, the person must submit a petition to the Board for approval at least 21 days before the scheduled board meeting. The petition must include:

- Petitioner's name, address, and phone number
- Sufficient information to allow the Board to determine whether the petitioner qualifies for certification, including specifics that demonstrate expertise and experience in one or both of the following:
    - Providing educational courses to real estate licensees
    - At least two course topics eligible for continuing education credit under OAR 863-020-0035(4)
- Attestation by the petitioner that the petitioner knows and understands:
    - The responsibilities of a continuing education provider under OAR 863-020-0050
    - The requirements of an instructor under ORS 696.186
    - The information required on a continuing education instructor form under OAR 863-020-0060

Resources

ORS 696.186, OAR 863-020-0035, OAR 863-020-0050 & OAR 863-020-0060

PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER

Rev. 6/2026

Real Estate Agency
775 Summer St. NE Ste. 330
Salem OR 97301
Phone: (503) 378-4170

INSTRUCTIONS

To petition the Real Estate Board for approval of qualifications to become an applicant for certification as a continuing education provider, the petitioner must complete this form and submit it by e-mail to nenah.y.darville@rea.oregon.gov a least 21 days before the next scheduled Board meeting at which the applicant wishes the Board to act.

IMPORTANT:

- If the petitioner is an entity, the information provided must pertain to that entity. If the petitioner is an individual, the information provided must pertain to that individual.
- All information and documents submitted as part of this petition become part of the Board Packet, and therefore, public record.
- Petitioners will need to appear before the Board. This may be done in person or by phone. Once the Agency receives this completed petition, a letter will be sent to the petitioner with the date of the Board meeting the petitioner will need to attend.
- Please do not submit any class or course information as the Oregon Real Estate Agency Board is not able to review or consider this information.

If the Board approves this petition, the Agency will email a letter to the petitioner, confirming the Board's approval. The petitioner may then apply for certification as a continuing education provider under OAR 863-020-0030.

PETITIONER

Name: Daniel Schaffner
Phone Number: (503) 409-8418

Physical Address: 4111 Hayesville DR NE
Address Cont.:

City: Salem
State: OR
Zip Code: 97305
County: Marion

E-mail: dan@dansleakdetection.com

Mailing Address (if different):
Address Cont.:

City:
State:
Zip Code:
County:

AUTHORIZED CONTACT PERSON

Prefix:
First Name: Daniel
Last Name: Schaffner

Phone Number: (503) 409-8418
E-mail: dan@dansleakdetection.com

Indicate who will appear before the board on behalf of the Petitioner: Daniel Schaffner

AGENCY USE ONLY

Approved by Board YES NO

Review Date ______________

Continue on page 2

QUALIFICATION INFORMATION

Provide below sufficient information about the petitioner to allow the Board to determine whether the petitioner qualifies for certification. **If the petitioner is an entity, the information provided must pertain to that entity. If the petitioner is an individual, the information provided must pertain to that individual.**

Information **MUST** include one or both of the following:

- Petitioner's demonstrated expertise and experience in providing educational courses to real estate licensees.
- Petitioner's demonstrated experience and expertise in two or more course topics eligible for continuing education credit under OAR 863-020-0035.

You may attach up to **three (3)** additional pages if necessary.

Dan Schaffner has been in the Water/Leak industry begining in 2002 when he was hired as a water works operator for Suburban East Salem Water District. Dan's responsibilities included water meter reading, repairs, mapping, meter replacement and a leak survey of the entire water system, over 3800 water connections. Meter reading was performed on 1900+ meters per month and were read manually and transfered to a "book" by hand. Precision and accuracy were required for reading meters as the water bills were based on these readings. Dan also learned at SESWD how the reads of a water meter were converted to billing. Dan was certified as a water works operator level one. Testing through the State of Oregon was required for this title, testing included all aspects of water including meter reading.

In 2007 Dan was hired as a full time leak detector for American Leak Detection. Duties included leaks on single family dwellings, multi-family dwellings, mobile home parks and municipal water systems. In order to perform a leak detection a meter read must be performed. Dan would perform 3-5 leak detections per day, thus would read 15-25 meters per week. During these leak detections the reads were compared to the water bills for each water system.

In 2015 Dan established Dan's Leak Detection LLC and continued to perform leak detections on his own until 2018 when a technician and office coordinator were hired full time. During the years as a leak detector a very common issue, approximatley 35% of all leak detections, are simply not a leak or are a very simple leak that could have been found by Property Management maintenance personnel or facilities managment personnel. Here in lies the cause and origin for the education of said personnel. If Property Managers, Facility Managers and their personnel were able to read and understand a water meter and perform basic leak detection trouble-shooting then leak detection companies would be called 35% less. Dan has presented this class on four occasions since February of 2026 . The course lasts 5.5 to 6.5 hours with a test following that takes 30 minutes to 1 hour to complete. The course is broken into two sections, water meter basics and leak detection basics. The water meter section consists of types of meters. How to identify meters. The information on a meter. How this is used by the Municipality to bill for water. How to read a water bill. How to use the information to determine costs associated with possible leaks or usage. Cont.

Continue on page 3

PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER, Continued

AUTHORIZATION AND ATTESTATION
• I hereby certify that I am authorized to submit this form on behalf of the petitioner and that the information is true and accurate, to the best of my knowledge. • I certify that petitioner, or authorized individual on petitioner's behalf, has read, understands and • is ready to comply with the statutory and administrative rule provisions applicable to certified continuing education providers. • I attest that petitioner knows and understands the responsibilities of a certified continuing education provider under OAR 863-020-0050. • I attest that petitioner knows and understands the requirements of an instructor under ORS 696.186 and the information required on a continuing education instructor qualification form under OAR 863-020-0060.

I UNDERSTAND:

	Initials	Date Completed	Agency Use Only
I must complete the Continuing Education Provider Application and pay the $300 fee upon Board approval.	DS	7/14/2026	ND
I must read and understand the requirements of an education provider as outlined in Oregon Administrative Rules (OAR) Chapter 863, Division 20.	DS	7/14/2026	ND
I must demonstrate my experience and expertise in two or more course topics eligible for continuing education credit as listed in OAR 863-020-0035.	DS	7/14/2026	ND
I must demonstrate my experience in providing educational courses to real estate licensees.	DS	7/14/2026	ND

Daniel Schaffner

Printed Name of Authorized Individual

Date: 07/14/2026

Signature of Authorized Individual

Reset Print Form

PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER

Rev. 6/2026

Real Estate Agency
775 Summer St. NE Ste. 330
Salem OR 97301
Phone: (503) 378-4170

INSTRUCTIONS

To petition the Real Estate Board for approval of qualifications to become an applicant for certification as a continuing education provider, the petitioner must complete this form and submit it by e-mail to nenah.y.darville@rea.oregon.gov a least 21 days before the next scheduled Board meeting at which the applicant wishes the Board to act.

IMPORTANT:

- If the petitioner is an entity, the information provided must pertain to that entity. If the petitioner is an individual, the information provided must pertain to that individual.
- All information and documents submitted as part of this petition become part of the Board Packet, and therefore, public record.
- Petitioners will need to appear before the Board. This may be done in person or by phone. Once the Agency receives this completed petition, a letter will be sent to the petitioner with the date of the Board meeting the petitioner will need to attend.
- Please do not submit any class or course information as the Oregon Real Estate Agency Board is not able to review or consider this information.

If the Board approves this petition, the Agency will email a letter to the petitioner, confirming the Board's approval. The petitioner may then apply for certification as a continuing education provider under OAR 863-020-0030.

PETITIONER

Name: Scott Manning
Phone Number: (503) 949-6347
Physical Address: 352 Rees Hill RD SE
Address Cont.:
City: Salem
State: Or
Zip Code: 97306
County: Marion
E-mail: scottjasonmanning@gmail.com
Mailing Address (if different):
Address Cont.:
City:
State:
Zip Code:
County:

AUTHORIZED CONTACT PERSON

Prefix: Mr.
First Name: Scott
Last Name: Manning
Phone Number: (503) 949-6347
E-mail: scottjasonmanning@gmail.com

Indicate who will appear before the board on behalf of the Petitioner: Scott Manning

AGENCY USE ONLY

Approved by Board YES NO

Review Date ______________

Continue on page 2

PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER, Continued

QUALIFICATION INFORMATION

Provide below sufficient information about the petitioner to allow the Board to determine whether the petitioner qualifies for certification. **If the petitioner is an entity, the information provided must pertain to that entity. If the petitioner is an individual, the information provided must pertain to that individual.**

Information **MUST** include one or both of the following:

- Petitioner's demonstrated expertise and experience in providing educational courses to real estate licensees.
- Petitioner's demonstrated experience and expertise in two or more course topics eligible for continuing education credit under OAR 863-020-0035.

You may attach up to **three (3)** additional pages if necessary.

Please See Addendum attached.

Continue on page 3

PETITION TO QUALIFY AS A CONTINUING EDUCATION PROVIDER, Continued

AUTHORIZATION AND ATTESTATION
• I hereby certify that I am authorized to submit this form on behalf of the petitioner and that the information is true and accurate, to the best of my knowledge. • I certify that petitioner, or authorized individual on petitioner's behalf, has read, understands and • is ready to comply with the statutory and administrative rule provisions applicable to certified continuing education providers. • I attest that petitioner knows and understands the responsibilities of a certified continuing education provider under OAR 863-020-0050. • I attest that petitioner knows and understands the requirements of an instructor under ORS 696.186 and the information required on a continuing education instructor qualification form under OAR 863-020-0060.

I UNDERSTAND:

	Initials	Date Completed	Agency Use Only
I must complete the Continuing Education Provider Application and pay the $300 fee upon Board approval.	DS SM	07/08/2026	ND
I must read and understand the requirements of an education provider as outlined in Oregon Administrative Rules (OAR) Chapter 863, Division 20.	DS SM	07/08/2026	ND
I must demonstrate my experience and expertise in two or more course topics eligible for continuing education credit as listed in OAR 863-020-0035.	DS SM	07/08/2026	ND
I must demonstrate my experience in providing educational courses to real estate licensees.	DS SM	07/08/2026	ND

Scott Manning

Printed Name of Authorized Individual

Date: 07/08/2026

DocuSigned by:

Scott Manning

Signature of Authorized Individual

Reset   Print Form

ADDENDUM TO PETITION PURSUANT TO OAR 863-020-0025

Petitioner: Scott Manning

I respectfully submit this petition requesting approval to become an Oregon Certified Continuing Education Provider.

Real estate has been a part of my life for as long as I can remember. Both of my parents enjoyed long, successful careers as respected Oregon real estate brokers spanning more than 40 years each, and I grew up immersed in the profession. I completed my real estate education under longtime Oregon real estate educator and attorney Norm Webb while still in high school and became licensed as an Oregon real estate broker two weeks after graduating in 1994. I have now been actively involved in the Oregon real estate industry for more than 32 years and have remained continuously licensed and engaged in the profession throughout my career.

My education, professional background, and experience across multiple areas of the real estate industry have provided me with the knowledge and qualifications to serve as an Oregon Certified Continuing Education Provider.

My experience includes residential real estate brokerage, real estate research and consulting, real estate technology, investment property ownership, property management, and business leadership. Collectively, these experiences have provided substantial expertise in numerous continuing education topics identified in OAR 863-020-0035.

Demonstrated Expertise in Eligible Continuing Education Topics

Residential Real Estate Brokerage

I have practiced residential real estate brokerage in Oregon for more than 32 years. Throughout my career, I have represented buyers and sellers in residential transactions, providing practical experience in agency relationships, contracts, negotiations, disclosures, ethics, consumer protection, professional business practices, and risk management.

Real Estate Research and Consulting

From 2000 through 2001, I worked for The Meyers Group, a real estate research and consulting firm. During this time, I gained experience researching housing markets, analyzing industry trends, evaluating market conditions, and consulting on real estate-related issues.

Real Estate Technology and Industry Leadership

From 2001 through 2010, I worked for Supra, a division of GE Security, a leading provider of electronic lockbox systems and technology solutions for the real estate industry.

My responsibilities included working directly with REALTOR® association executives, association staff, boards of directors, MLS organizations, brokers, and industry leaders throughout the United States. Working closely with REALTOR® associations and MLS organizations across the country provided valuable insight into industry operations, professional standards, technology adoption, and the evolving business needs of real estate professionals. During my tenure with Supra, I was recognized as Salesperson of the Year.

Investment Property Ownership and Property Management

Since 2000, I have owned and managed my own portfolio of residential investment properties. Since 2019, I have owned and operated a luxury short-term rental on the Oregon Coast.

This experience has provided practical expertise in investment analysis, property management, marketing, pricing strategies, guest communications, risk management, evaluating properties for short-term rental potential, identifying improvements that increase return on investment, and advising buyers considering investment and vacation rental properties.

Education and Business Leadership

In 2000, I earned a Bachelor of Science degree from the University of Oregon and, in 2007, a Master of Business Administration from Marylhurst University. While employed by GE Security, I also completed Green Belt Lean Six Sigma training and certification, providing structured education in process improvement, quality management, and developing efficient, repeatable business systems.

In parallel with my real estate career, I co-owned and operated a successful software company for more than a decade. My responsibilities included business operations, customer support, systems management, strategic planning, accounting, tax compliance, customer issue resolution, and developing business policies and procedures. This experience strengthened my understanding of operating a customer-focused business while maintaining organized systems, accurate records, accountability, and compliance procedures.

Areas of Demonstrated Expertise

Based upon my professional experience, I possess substantial knowledge and experience in numerous continuing education topics identified in OAR 863-020-0035, including:

- Agency relationships and responsibilities for brokers, principal brokers, and property managers
- Real estate contracts
- Negotiation
- Real estate disclosure requirements
- Real estate consumer protection
- Advertising regulations
- Property management

- Business ethics
- Risk management
- Real estate law or regulation
- Real estate economics
- Real estate property evaluation, appraisal, or valuation
- Misrepresentation in real estate transactions

If approved, I intend to combine more than 32 years of experience in the Oregon real estate industry with my experience co-owning and operating a successful software company to develop a high-quality distance learning platform delivering continuing education to Oregon real estate professionals. I plan to initially offer elective courses in areas such as property analysis and valuation, negotiation, and finance and market analysis, then expand over time to provide a complete 30-hour continuing education curriculum for Oregon licensees.

After more than three decades in the Oregon real estate industry, I would like to use my experience to contribute to the education of Oregon real estate licensees. My goal is to provide practical, relevant, and engaging continuing education that helps licensees strengthen their professional knowledge while fully complying with Oregon's continuing education requirements.

I respectfully request that the Oregon Real Estate Board approve this petition and allow me to apply for certification as an Oregon Continuing Education Provider.

Respectfully submitted,

Scott Manning

AGENDA ITEM NO.
V.

Legislative Concept Discussion

The Oregon Real Estate Agency submitted a legislative concept that proposes a significant update to Oregon Revised Statutes chapter 696 (ORS 696).

Timing

- From now until October 23, Legislative Counsel will work on a bill drafts, consulting with the Agency as needed.
- Once Legislative Counsel completes the draft, the Agency may request only one revision.
- We plan to discuss the concept with Oregon Realtors in the next several weeks.
- We will convene a work group in August.
- Our goal is to submit any needed revisions back to Legislative Counsel well before the October 23 deadline.

Process

- We stepped back from full dual licensure for real estate and property management, recognizing that implementing two sets of occupational licensing fees when we are also seeking a fee increase was unlikely to be approved.
- Instead, we are proposing that brokers or principal brokers who wish to engage in property management must meet additional requirements.
- After extensive internal deliberation, we concluded that separating "professional real estate" from "professional property management" provides the cleanest path and allows for future refinement if needed.

Concepts

Core Property Management

- Separating "professional property management activity" from "professional real estate activity" throughout ORS 696.
- Requiring brokers and principal brokers to complete an agency-approved property management course before engaging in property management. (Broker and principal brokers already engaged in property management prior to the bill's effective date would be grandfather in.)
- Establishing a "Designated Property Manager" role for registered businesses operated by licensed property managers, similar to the "Managing Principal Broker" role.

Additional Property Management Provisions

- Requiring licenses engaged in professional property management activity to deliver a disclosure to property owners, comparable to an Initial Agency Disclosure Pamphlet.
- Moving the contents of the Notice of Clients' Trust Accounts and Authorization to Examine form from statute to rule, giving the Agency greater flexibility to update the form as needed.
- Requiring Designated Property Managers to create a succession plan similar to the requirement for Managing Principal Brokers.

- Prohibiting the delegation of property management duties to any individual whose license has been revoked by the Agency.
- Exempting brokers, principal broker, and property managers who manage their personally owned rental real estate from the requirement to open and maintain a clients' trust account for that activity.
- Prohibiting brokers, principal broker, and property managers who manage their personally owned rental real estate from depositing funds from that activity into a client's trust account.

Other Licensing

- Requiring teams to register with the Agency.
- Permitting the Commissioner to notify the appropriate law enforcement agency when revoking a license due to the misappropriation of clients' funds or trust funds.

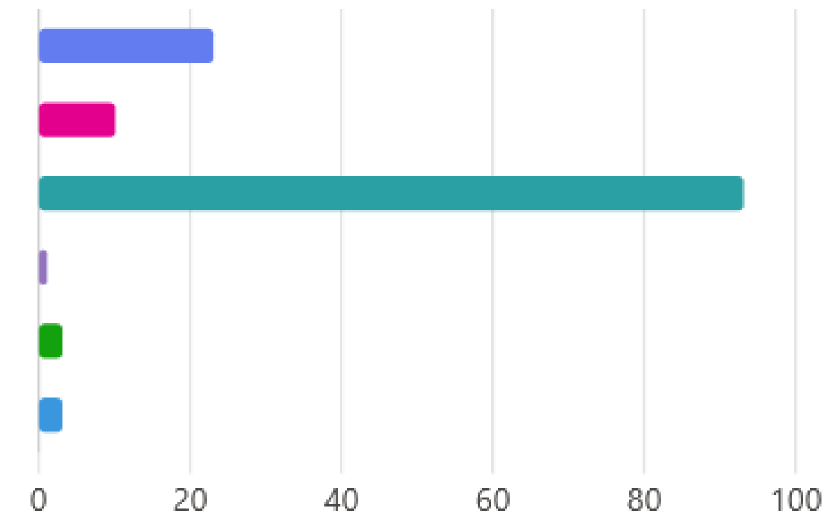
AGENDA ITEM NO.
VI

Transaction Coordinator Survey

1. Which of the following best describes your role?

More details

TC who holds a broker or principal broker license	23
Unlicensed TC or assistant	10
Broker or principal broker	93
Lender or mortgage broker	1
Escrow officer	3
Other	3

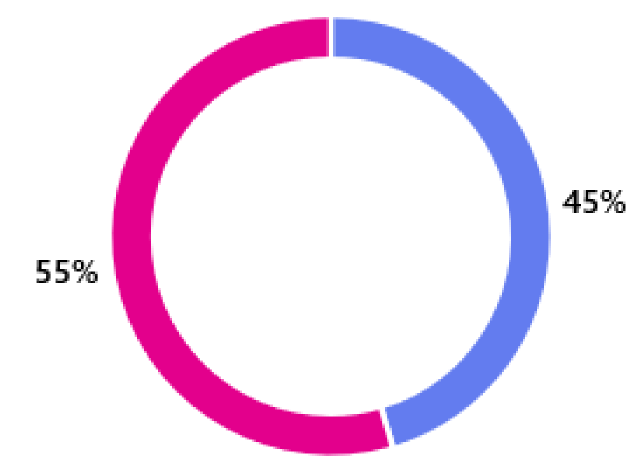


Those who said they were Transaction Coordinators (licensed and not)

2. Which best describes the scope of your TC work?

More details

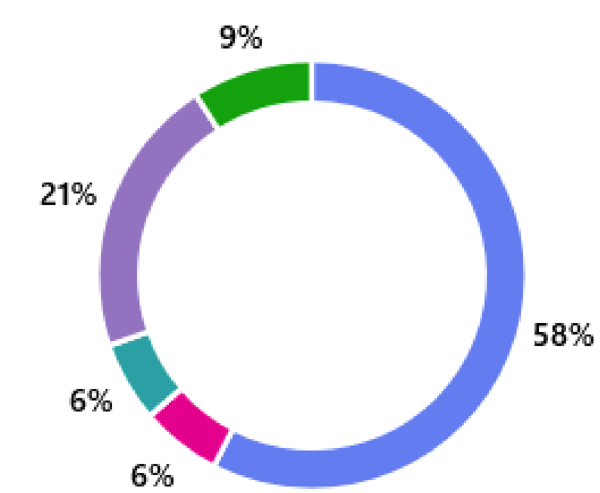
I perform TC services for one registered business only	15
I perform TC services for licensees at multiple brokerages	18



3. How are you typically compensated for your TC work?

More details

Flat fee per transaction, paid by the broker or principal broker I am assisting	19
Flat fee per transaction, paid by the brokerage	2
Hourly rate	2
Salary as a brokerage employee	7
Other	3

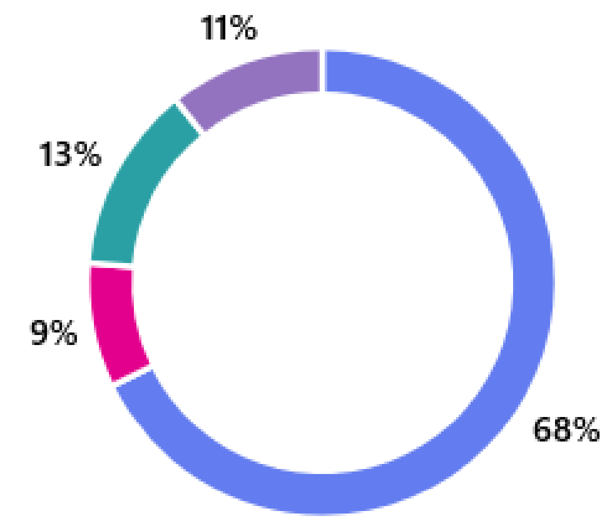


Brokers and Principal Brokers

4. Do you currently use the services of a TC?

More details

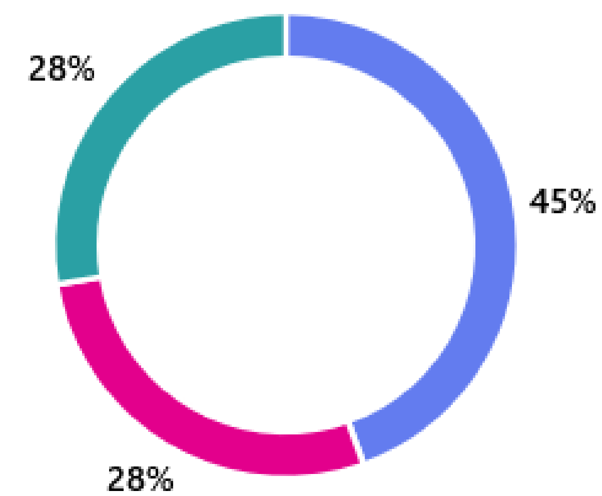
Yes, regularly	63
Yes, occasionally	8
No, but I have in the past	12
No, never	10



5. What best describes the TC you have worked with most often?

More details

Licensed with my RBN	37
Licensed with a different RBN	23
Unlicensed individual	23



6. When working with a TC outside your RBN, what steps do you take related to maintaining confidentiality? More details

- ***Use of confidentiality clauses or confidentiality language***
  This includes references to "confidentiality clause," "confidentiality agreement," or explicitly requiring confidentiality statements in TC agreements.
  32 mentions
- ***Working only with licensed TCs***
  Many respondents said they rely on a TC's licensure as a safeguard for professional responsibility and confidentiality.
  16 mentions
- ***Signed contracts or service agreements outlining confidentiality***
  Respondents referenced formal contracts that specify confidentiality expectations between agents, clients, and TCs.
  16 mentions
- ***Use of secure systems or protected technology***
  Password-protected devices, secure transaction platforms, encrypted systems, and software-based protections were cited.
  6 mentions
- ***Use of separate or dedicated email accounts***
  A small number of respondents mentioned using separate email accounts for TCs to avoid mixing client data or communications across transactions.
  1 mention

7. When working with a TC who is outside your RBN, when are they compensated? Are they still compensated if the trans action fails? More details

- ***Paid at closing*** *– 32 mentions*
  This includes being paid through escrow, at the successful close of the transaction, or only on recorded sales.
- ***Paid flat fee / invoice based*** *– 14 mentions*
  Includes flat fee payments issued by invoice, or billed directly to the agent.
- ***Partial fee if failed*** *– 5 mentions*
  Some respondents mention small fees, admin fees, or partial fees when a transaction terminates.
- ***Paid hourly*** *– 1 mention*
- ***Paid monthly*** *– 1 mention*

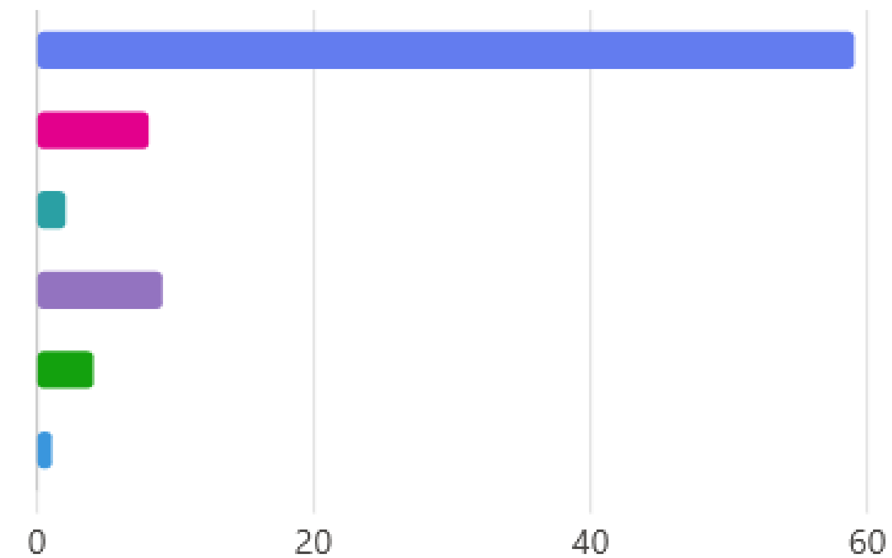
Are they still compensated if the transaction fails:

- ***Yes:*** *4 respondents*
  These respondents mentioned invoices issued if the transaction terminates, admin fees, or partial/portion-based fees.
- ***No:*** *7 respondents*
  These respondents explicitly stated "no compensation if the transaction fails," "not compensated," or clarified payment only occurs when closing happens.

8. How is the TC you have worked with most often typically compensated?

More details

Flat fee per transaction, paid by me	59
Flat fee per transaction, paid by my brokerage	8
Hourly rate	2
Salary as a brokerage employee	9
Unknown, it is handled by my Managing Principal Broker	4
Other	1

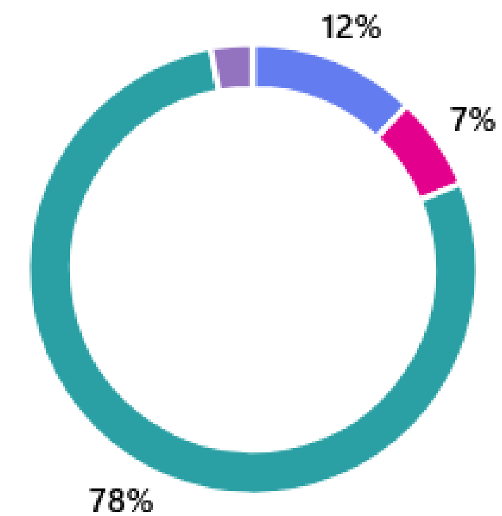


All Respondents

9. Have you observed buyers or sellers being confused about the role of a transaction coordinator?

More details

Yes — this happens often	16
Yes — this has happened a few time	9
No — in my experience, the TC's role has been clear to the parties	104
No — TCs have not been involved in my transactions	4

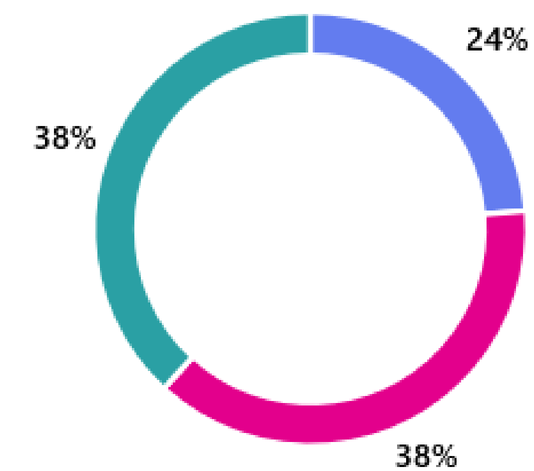


10. Please describe the consumer confusion you observed. What did consumers seem unclear about? More details

- ***Unclear what the TC is allowed to do (3 mentions)***
  Consumers struggled to understand what tasks a TC can and cannot legally perform, especially when factoring in licensing status and liability boundaries.
- ***Confusing the TC with the agent (3 mentions)***
  Several respondents noted that consumers assumed the TC was their real estate agent, went to them for advice, or believed the TC represented them.
- ***Confusing the TC with title or escrow staff (1 mention)***
  Some consumers thought the TC was part of the title company or escrow team, leading to misdirected communication.
- ***Unclear who actually represents them (1 mention)***
  Consumers were confused about which broker or team member was their designated representative, especially when multiple individuals appeared on a transaction.
- ***Too many people involved in the transaction (1 mention)***
  Respondents reported that consumers felt overwhelmed when multiple team members, assistants, and TCs were communicating with them, creating confusion about role boundaries.

11. Would you be willing to answer follow-up questions or to participate in a work group on this topic? More details

Yes, I am interested in follow-up questions only	31
Yes, I am interested in follow-up questions and participating in a work group	50
No	50



Oregon Real Estate Agency : Transaction Coordinators and the Agency

June 2026

My first article in this issue discussed one frequent topic of conversation lately, Educational Letters of Advice. This second one relates to another common discussion topic lately: transaction coordinators (TC).

What is a transaction coordinator?

The Association of Corporate Counsel describes a TC as someone who assists brokers and principal brokers with administrative tasks, such as scheduling inspections, coordinating repairs, and tracking progress of a transaction. They may also be responsible for maintaining accurate records and communicating with buyers, sellers, agents, and escrow companies to ensure concerns are addressed and deadlines are met.

As the TC does not exist in statute or rule, from a regulatory perspective we need to evaluate it as any other self-ascribed job title not defined in Oregon real estate law, such as sales associate, advisor, consultant, etc. — by the nature of activity being performed.

Business models in the real estate industry are continually evolving. The Oregon Real Estate Agency neither approves nor disapproves new models. The Agency also cannot offer legal advice on how to form a new type of business. You are always encouraged to seek independent legal advice on how to form a new business that complies with all existing applicable state and federal laws.

When the Agency receives complaints about the activity of a TC, we take several factors into consideration.

Jurisdiction

First, does the situation described in the complaint fall under the definition of "professional real estate activity"? If yes, the Agency has authority to investigate when there are reasonable grounds to believe a licensing violation may have occurred.

Per ORS 696.010, "Professional real estate activity" means any of the following actions, when engaged in for another and for compensation or with the intention or in the expectation or upon the promise of receiving or collecting compensation, by any person who:

> *(a) Sells, exchanges, purchases, rents or leases real estate;*
> *(b) Offers to sell, exchange, purchase, rent or lease real estate;*
> *(c) Negotiates, offers, attempts or agrees to negotiate the sale, exchange, purchase, rental or leasing of real estate;*
> *(d) Lists, offers, attempts or agrees to list real estate for sale;*
> *(e) Offers, attempts or agrees to perform or provide a competitive market analysis;*
> *(f) Auctions, offers, attempts or agrees to auction real estate;*
> *(g) Buys, sells, offers to buy or sell or otherwise deals in options on real estate;*
> *(h) Engages in management of rental real estate;*
> *(i) Purports to be engaged in the business of buying, selling, exchanging, renting or*

leasing real estate;
(j) Assists or directs in the procuring of prospects, calculated to result in the sale, exchange, leasing or rental of real estate;
(k) Assists or directs in the negotiation or closing of any transaction calculated or intended to result in the sale, exchange, leasing or rental of real estate;
(L) Except as otherwise provided in ORS 696.030 (12), advises, counsels, consults or analyzes in connection with real estate values, sales or dispositions, including dispositions through eminent domain procedures;
(m) Advises, counsels, consults or analyzes in connection with the acquisition or sale of real estate by an entity if the purpose of the entity is investment in real estate; or
(n) Performs real estate marketing activity as described in ORS 696.600.

Licensed versus unlicensed functions

TC services as described to us take several forms, and two are worth noting here. One model involves licensees performing TC services within their own Registered Business Name (RBN) only, as a matter of practice or per company policy. Another model described to us includes brokers who are performing transaction coordinator duties on behalf of licensees at multiple RBNs. They are making a distinction between activities requiring a license and those which can be performed by a non-licensee in order to comply with the prohibition against working under two RBNs simultaneously. Here too, we encourage seeking legal advice and consulting with a managing principal broker for direction. Ultimately, it is up to the managing principal broker's company policies whether a broker under their supervision may perform outside work of any type.

Some additional items to consider:

- No real estate broker or principal broker may engage in professional real estate activities under more than one registered business name. (OAR 863-014-0095(10))
- A managing principal broker may engage in professional real estate activities under more than one RBN if the business entity is an affiliated or subsidiary organization. (also OAR 863-014-0095(10))
- Related to compensation as well, ORS 696.290(3) requires that a "managing principal broker may not make payment to the real estate broker of another managing principal broker except through the managing principal broker with whom the real estate broker is associated."
- Licensees are expected to maintain confidentiality to sellers and buyers, even after termination of the agency relationship (see ORS 696.805, 696.810, and 696.815). A licensee hiring a transaction coordinator needs to ensure that confidentiality requirements are understood by all parties and addressed appropriately in writing.
- When communicating with consumers, email addresses and signatures from transaction coordinators working for multiple external clients cannot lead to consumer confusion about which RBN administers the transaction.
- A broker employed as a transaction coordinator should discuss proper risk management, and other factors such as Errors and Omissions insurance, with their managing principal brokers prior to engaging in this work.

Future decision-making as it relates to the Agency's mission

The mission statement for the Oregon Real Estate Agency reads that we shall provide quality protection for Oregon consumers of real estate, escrow, and land development services, balanced with a professional environment conducive to a healthy market atmosphere.

You will note this balance between consumer protection and a healthy real estate industry. As business models gain popularity, our goal is to be adaptable and not stifle creativity and competition. Whenever viable, providing guidance and education through existing statutes and rules is always most efficient. The Agency seeks to create new obligations only when there is clear evidence of a problem, and the most appropriate remedy includes new statutes and/or rules.

The Agency has been asked to explore the TC matter further, make it an agenda item at a future Real Estate Board meeting, and form a work group if necessary.

Before that work begins, we would like to hear from you. Any substantive discussions require a better understanding of the business models. If you hire a transaction coordinator, work with transaction coordinators in your daily business, or are a transaction coordinator yourself, please take a few moments to complete this survey. (The survey will be open through July 10, 2026.)

We value your input!

AGENDA ITEM NO. VII.

ADMINISTRATIVE ACTIONS
Reported 5/21/2026
through 7/23/2026

REVOCATIONS

Hayes, Timothy F, Property Manager PM.201214394, Default Final Order dated June 25, 2026, issuing a revocation.

SUSPENSIONS

None.

REPRIMANDS

Suess, Christopher C, Principal Broker PB.201210029, Stipulated Order dated May 27, 2026, issuing a reprimand.

Gayner, Walter R, Principal Broker PB.200409055, Stipulated Order dated July 21, 2026, issuing a reprimand.

CIVIL PENALTIES

Caito, Kallie R, Principal Broker PB.201207477, Stipulated Order dated June 3, 2026, issuing a $2,500.00 civil penalty.

Expired — Late Renewal civil penalties are computed using each 30-day period as a single offense. The civil penalty for the first 30-day period can range from $100-$500, with each subsequent 30-day period ranging from $500-$1,000. ORS 696.990

REAL ESTATE AGENCY

BEFORE THE REAL ESTATE COMMISSIONER

In the Matter of the Real Estate License of TIMOTHY FORN HAYES	FINAL ORDER BY DEFAULT

PROCEDURAL HISTORY AND PROCEDURAL LAW

1.

1.1 On May 28, 2026, the Real Estate Commissioner issued, by certified mail, a *Notice of Intent to Revoke License No. PM.201214394* the property manager license of Timothy Hayes (Hayes). The Oregon Real Estate Agency (Agency) sent the Notice of Intent to Revoke License No. PM.201214394 to Hayes' last known address of record with the Agency (8101 SW Nyberg St., Ste 218, Tualatin, OR 97062). The *Notice of Intent to Revoke License No. PM.201214394* was also mailed to Hayes by regular first-class mail to the above address in a handwritten envelope. And *The Notice of Intent to Revoke License No. PM.201214394* was emailed to Hayes at his email address of record.

1.2 The email was not returned as undeliverable.

1.3 On June 11, 2026, the Agency received a signed certified return receipt. The first-class mailing has not been returned to the Agency Over twenty days (20 days) have elapsed since the mailing of the notice issued in this matter and no written request for hearing has been received by the Agency.

2.

Based upon the foregoing, and upon the Agency's investigation reports, documents and files that, pursuant to Section 9 of the *Notice of Intent to Revoke License No. PM.201214394,* automatically become part of the evidentiary record of this disciplinary action upon default (for the purpose of proving a prima facie case (ORS 183.417(4), the Real Estate Commissioner finds:

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 Hayes' last known address of record with the Agency was 8101 SW Nyberg St., Ste 218, Tualatin, OR 97062.

2.3 A certified mailing of the *Notice of Intent to Revoke License No. PM.201214394* was mailed to Hayes at his last known address of record on May 28, 2026. On June 11, 2026, the Agency received a signed certified return receipt.

2.4 The *Notice of Intent to Revoke License No. PM.201214394* was also mailed regular first-class mail in a handwritten envelope to the above address for Hayes. The mailing in the handwritten envelope has 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.

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

2.6 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.

2.7 As noted in section 9 of the *Notice of Intent to Revoke License No. PM.201214394*, 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 Hayes and all information in the administrative file relating to the mailing of notices and any responses received.

FINDINGS OF FACT

3.

3.1 At all times mentioned herein, Hayes was licensed as a property manager with Real Property Management Solutions (RPMS).

3.2 On June 12, 2025, RPMS was notified that clients' trust account ending in -8626 (CTA-SD #8626), which holds tenant security deposits, had been selected for reconciliation review. Records for April 2025 were provided to the Agency.

3.3 The Trust Account Reconciliation form for April 2025 was signed and dated June 20, 2025.

3.4 The Trust Account Reconciliation form showed a reconciled balance of $217,224.66 for Parts I, II, and III.

3.5 A review of the supporting documentation included with the reconciliation showed the balance provided in Part I was the bank statement beginning balance, which accounted for cleared transactions. A review of uncleared transactions showed the correctly reconciled balance for Part I was $160,819.16.

3.6 The balance provided for in Part III was not supported by the tenant ledger balances, which had an ending balance of $839,229.00, held in tenant security deposits.

3.7 A review of the Trust Account Balance report showed a balance of $954,725.66 held in tenant security deposits.

3.8 Both report balances were discrepant to the April 30, 2025, bank statement balance of $217,224.66, indicating a shortage of funds between $622,004.34 and $737,501.00.

3.9 Agency Compliance Specialist Kathryn Nash (Nash) identified owner/tenant security deposit ledgers with negative balances, as well as a corporate security deposit ledger with a negative balance of -$734,251.00.

3.10 In communication with Nash, Hayes explained that changes in business ownership, mistakes from accountants unfamiliar with AppFolio, mistakes from automated AppFolio accounting processes, the transition from AppFolio software to the "corporate accounting method," and changing banking institutions as contributing factors as to why the balances did not reconcile.

3.11 Hayes further explained to Nash that there were multiple instances of security deposit funds being distributed to the owner through regular owner draws as a result of an AppFolio error. Hayes did not know that total amount of money involved.

3.12 Hayes said his team was in the process of auditing move-in records from 2022 onwards.

3.13 A review of the individual report for the corporate security deposit account ledger showed that none of the transactions identified the payee/payer or the purpose of the funds.

3.14 Hayes was questioned by the Agency about changes in RPMS ownership and responsibilities, and about the change in bank account balances holding security deposits. A reconciliation in 2022 showed the security deposit balance at $1,305,129.26. The balance in 2025 was $217,224.66.

3.15 In response, Hayes explained that prior to January 1, 2025, Lacey Hayes was responsible for reconciliations, and that currently Angela Hayes is responsible for the reconciliations. Hayes further explained that the decrease in security deposit account balances between 2022 and 2025 was the result of a large number of clients that had exited. Hayes provided a spreadsheet of exited clients showing RPMS terminated property management services with approximately 212 owner clients between July 1, 2023, and January 15, 2026.

3.16 A review of the tenant deposit ledger for a property labeled “Sharma SW Greenfield Drive” (Sharma Property) showed a negative balance of -$3,250.00.

3.17 Hayes explained that while closing out the Sharma Property in April 2025, RPMS discovered an error in AppFolio from August 2022. AppFolio had disbursed the security deposit funds to the “primary bank account” instead of retaining funds in the security deposit trust account and in spite of being recorded as held on the Security Deposit Funds Detail report. This caused the security deposit funds to be incorporated into the regular owner distributions.

3.18 On December 26, 2025, Hayes informed the Agency that RPMS had reviewed the move-in records of 164 properties. They identified six properties as having been impacted by the AppFolio error. Additionally, it was discovered that the cumulative rent and security deposit for two properties were disbursed by AppFolio into the clients’ trust account – security deposit account.

3.19 Hayes explained that the -$734,251.00 balance on the corporate security deposit ledger was due to the transition from the standard AppFolio platform to AppFolio Corporate, as well as concurrent transition from banking with Columbia Bank to Chase Bank in August 2024.

3.20 In an interview with Agency Investigator Megan Donovan (Donovan), accountant Diane Hailey (Hailey) cited issues from discrepancies in how cumulative check deposits were recorded on the bank statement and the timing of when they were recorded in AppFolio.

3.21 Hailey said she had reached out to AppFolio directly for support and was advised to add or create line items to reconcile. Hailey explained she developed a method of “unbatching” then “rebatching” each deposit transaction. Hailey would itemize each deposit item then trace what bulk batch it has been deposited with on the bank statement. Hailey would then create a new batch line item in AppFolio that would correspond with the bank statement, and “rebatch” the deposits; in this way, all individual deposit items would be recorded under the bulk deposit amount corresponding to the bank statement.

3.22 The Agency subpoenaed RPMS financial records from Columbia Bank and Chase Bank.

3.23 A review of the bank records showed the account title for CTA-SD 8626 was shown as “Client Trust Account,” while the account title for CTA 8659 was shown as “Client Fund Account – Sec Deposit.” Hayes confirmed with the Agency that “the CTA account ends in 8659 and the CTA-SD ends in 8626.”

3.24 Numerous outgoing wires were withdrawn from the RPMS operating account, with many identified as “Payable to Hayes,” “Payable to Dan and Angela Hayes,” and “Payable to Hayes Enterprises.”

3.25 Hayes explained that the wire transfers were distributions for the owners of RPMS. Hayes also referenced funds that were wired to buy out owners relinquishing interest in RPMS ownership.

3.26 The RPMS operating account received at least $851,312.05 in funds drawn from clients’ trust accounts between November 8, 2022, and October 4, 2024.

3.27 Between July 18, 2022, and September 23, 2024, a total of $230,941.17 was transferred between the RPMS operating account and credited to client’s trust account ending in -5505.

3.28 On August 5, 2024, CTA #8659 and CTA-SD #8626 were opened with Chase Bank. The accounts were not registered with the Agency until August 29, 2024.

3.29 A review of records showed numerous transfers credits to CTA #8659, which were debited from CTA-SD #8626 and Operating Account #3262.

3.30 On October 8, 2024, a transfer drawn from CTA #8659, in the amount of $25,000.00 was credited to Operating Account #3262.

3.31 Between September 5, 2024, and October 21, 2024, a total of $301,369.28 was transferred from Operating Account #6495 and credited to Operating Account #3262.

3.32 In an interview with Hayes and Angela Hayes, they explained they were unaware of the purpose of the transfer activity due to their lack of involvement prior to January 2025. They further explained that the large transfers had ceased since transferring accounts to Chase Bank and upon Angela Hayes undertaking the accounting role.

3.33 A review of bank records showed numerous transfers between January 17, 2025, through August 15, 2025, which were credited to CTA #8659. The transfers were debited from Operating Account #6262 and another account identified as Chase #9090.

3.34 Donovan requested the November 2025 reconciliation for CTA #8659 and CTA-SD #8626. The Trust Account Reconciliation document was signed and dated January 26, 2026.

3.35 The totals for Parts I, II, and III for CTA #8659 did not balance.

- Part I - $122,447.31
- Part II - $379,321.80
- Part III - $378,551.39

3.36 The explanation for the differences which was included in Part IV explained, "Since taking over the accounting responsibility, we have determined that there are unreconciled transactions earlier in the year that are creating a difference in the balance. We are actively researching these so that we are able to reconcile all numbers."

3.37 A review of the Trust Account Balance report used to complete Part III, found two negative property ledgers, -$2,270 for "Fire Rooster E Burnside," and -$1,500 for "Kiehn N Van Houten." In addition, a negative ledger balance of -$188,363.74 associated with the corporate escrow account "RPM Solutions (Escrow)."

3.38 A review of the November 2025 Trust Account Reconciliation for CTA-SD #8626 showed it was signed and dated January 26, 2026.

3.39 The totals for Parts I, II, and III for CTA-SD #8626 did not balance.

- Part I - $445,649.84
- Part II - $235,334.66
- Part III - $912,202.50

3.40 All of the above demonstrate a failure to uphold duties to account in a timely Manner for all funds received from or on behalf of the owner, and to act in a fiduciary manner in all matters relating to trust funds.

3.41 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.

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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 According to ORS 696.396(2)(c)(B) the Real Estate Commissioner may revoke a real estate license if 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.

4.5 OAR 863-027-0020(1) defines the goal of progressive discipline and OAR 863-027-0020(2) sets out all factors the Real Estate Commissioner will consider when determining the level of discipline for licensees.

4.6 In establishing violations alleged, the Agency may rely on one or more definitions contained in ORS 696.010.

4.7 In accordance with 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; 93) 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.

ULTIMATE FINDINGS OF FACT

5.

5.1 Hayes failed to complete the April 2025 reconciliation within 30 days of the bank statement

5.2 Hayes failed to include the required information in the records of receipts and disbursements.

5.3 Hayes failed to transfer tenant rent funds out of the clients' trust account – security deposit account and into the clients' trust account within three days.

5.4 Hayes failed to have a clients' trust account and clients' trust account – security deposit account correctly identified on the bank statement.

5.5 Hayes commingled funds of others in a clients' trust account.

5.6 Hayes failed to register clients' trust accounts with the Agency within 10 days of opening.

5.7 Hayes held company funds in a clients' trust account.

5.8 Hayes failed to complete the November 2025 reconciliation within 30 days of the bank statement, as well as failed to take corrective action to resolve adjustments made in a reconciliation prior to the next reconciliations.

5.9 Hayes failed to maintain records in a format that readily enabled tracking and reconciliation.

5.10 Hayes allowed negative balances on multiple ledgers.

5.11 Hayes failed to uphold affirmative duties and to account in a timely manner for all funds received from or on behalf of the owner, and to act in a fiduciary manner in all matters relating to trust funds.

5.12 Hayes demonstrated 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.

5.13 In summary, the facts above establish grounds to revoke Hayes' property manager license.

CONCLUSIONS OF LAW

6.

6.1 Pursuant to ORS 183.417(4) and OAR 137-003-0670 Hayes 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. PM.201214394.*

6.3 Based on these violations, the Agency may revoke Hayes' property manager license.

6.4 Specifically, Hayes 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 Hayes' property manager license is appropriate for violations of ORS 696.301(3), (12) and (15).

6.6 A revocation of Hayes' property manager 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 Hayes' property manager license.

6.8 The Agency may therefore revoke Hayes' property manager license.

6.9 Pursuant to ORS 696.775 the expiration/lapsing of Hayes' 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 complete the April 2025 reconciliation within 30 days of the bank statement, Hayes violated ORS 696.301(3) and its implementing rule OAR 863-025-0028(3)

1/1/2025 Edition, which states: (3) A property manager must reconcile each security deposits account within 30 calendar days of the bank statement date pursuant to the requirements contained in this section.

(2) **Violation:** By failing to complete the April 2025 reconciliation within 30 days of the bank statement, as well as failing to take corrective action to resolve adjustments made in a reconciliation prior to the next reconciliation, Hayes violated ORS 696.301(3) and its implementing rule OAR 863-025-0028(3)(b) 1/1/2025 Edition, which states: (3) A property manager must reconcile each security deposits account within 30 calendar days of the bank statement date pursuant to the requirements contained in this section; (b) The balances of each component in section (3)(a) of this rule must be equal to an reconciled with each other. If any adjustment is needed, the adjustment must be clearly identified and explained on the reconciliation document.

(3) **Violation:** By failing to include required information in the records of receipts and disbursements, Hayes violated ORS 696.301(3) and its implementing rule OAR 863-025-0040(2)(a)(C)(b)(C)(D) 1/1/2025 Edition, which states: (2) A record of receipts and disbursements or a check register must contain at least the following information; (a) For each receipt of funds: (C) The purpose of the funds and identify of the person who tendered the funds; (b) For each disbursement of funds; (C) The check number and payee of the disbursement; (D) The purpose of the disbursement.

(4) **Violation:** By failing to transfer tenant rent funds out of the clients' trust account – security deposit account and into the clients' trust account within three days, Hayes violated ORS 696.301(3) and its implementing rule OAR 863-025-0030(2) 1/1/2022, 1/1/2023, 1/1/2024, and 1/1/2025 Editions, which states: (2) If a property manager receives a security deposit as part of a larger check containing funds other than security deposits, the property manager may deposit the check into a clients' trust account of the property manager; however, the portion of the funds constituting security deposits must be deposited into the security deposits account within three banking days after the deposit of the check into the clients' trust account.

(5) **Violation:** By failing to have a clients' trust account and clients' trust account – security deposit account correctly identified on the bank statement, Hayes violated ORS 696.301(3) and its implementing rule OAR 863-025-0025(1)(3)(4) 1/1/2024 Edition, which states: (1) All clients' trust accounts and security deposits trust accounts must be labeled on all bank records and checks; (3) Within 10 business days from the date a clients' trust account is opened, the property manager must notify the Agency using an online process established by the Agency. The notification will include the information required in ORS 696.245, including a copy of the completed and signed "Notice of Clients' Trust Account and Authorization to Examine."; (4) Within 10 business days from the date a clients' trust account is closed or transferred, the property manager must notify the Agency using an online process established by the Agency.

(6) **Violation:** By commingling funds of others in a clients' trust account, Hayes violated ORS 696.301(3) as it incorporates ORS 696.241(5)(a)(b) 2022, 2023, 2024 Editions, which states: (5) A principal real estate broker or licensed real estate property manager may not commingle any other funds within the trust funds held in a clients' trust account, except for: (a) Earned interest on a clients' trust account as provided in subsections (7) and (8) of this section; and (b) Earned compensation as provided in subsection (9) of this section.

In addition, Hayes violated ORS 696.301(3) and its implementing rule OAR 863-025-0065)6) 1/1/2022, 1/1/2023, 1/1/2024 Editions, which states: (6) A property manager may not deposit any funds received on behalf of an owner in the property manager's personal account or commingle any such funds received with personal funds of the property manager.

(7) **Violation:** By failing to register clients' trust accounts with the Agency within 10 days of opening, Hayes violated ORS 696.301(3) as it incorporates ORS 696.245(2) 2024 Edition, which states: (2) Within 10 business days from the date a clients' trust account is opened, a licensed real estate property manager or managing principal broker shall notify the Real Estate Agency that the account has been opened. The notice must include information about the clients' trust account, including but not limited to: (a) The name of the bank where the account is located; (b) The account number; (c) The name of the account; (d) The date the account was opened; and (e) An acknowledged copy of the notice described in subsection (1) of this section.

In addition, Hayes violated ORS 696.301(3) and its implementing rule OAR 863-025-0025(1)(3)(4) 1/1/2024 Edition, which states: (1) All clients' trust accounts and security deposits trust accounts must be labeled on all bank records and checks; (3) Within 10 business days from the date a clients' trust account is opened, the property manager must notify the Agency using an online process established by the Agency. The notification will include the information required in ORS 696.245, including a copy of the completed and signed "Notice of Clients' Trust Account and Authorization to Examine." (4) Within 10 business days from the date a clients' trust account is closed or transferred, the property manager must notify the Agency using an online process established by the Agency.

(8) **Violation:** By holding company funds in a clients' trust account, Hayes violated ORS 696.301(3) and its implementing rule OAR 863-025-0025(5)(a)(b) 1/1/2024 Edition, which states: (5) Only the following funds may be held in a clients' trust account; (a) Funds received by a property manager on behalf of an owner; and (b) Interest earned, but only if the account is a federally insured interest-bearing account and the property management agreement complies with OAR 863-025-0020(3).

(9) **Violation:** By failing to complete the November 2025 reconciliation within 30 days of the bank statement, as well as failing to take corrective action to resolve adjustments made in a reconciliation prior to the next reconciliation, Hayes violated ORS 696.301(3) and its implementing rule AOR 863-025-0028(2)(b)(d)(A)(B) 1/1/2025 Edition, which states: (2) A property manager must reconcile each clients' trust account within 30 days of the date of the bank statement pursuant to the requirements contained in this section; (b) The balances of each component in section (2)(a) of this rule must be equal to and reconciled with each other. If any adjustment is needed, the adjustment must be clearly identified and explained on the reconciliation document; (d) Within 30 calendar days from the date of the bank statement, the property manager must: (A) Complete the reconciliation document, and (B) Sign and date the reconciliation document, attesting to the accuracy and completeness of the reconciliation.

(10) **Violation:** By failing to maintain records in a format that readily enables tracking and reconciliation, Hayes violated ORS 696.301(3) and its implementing rule OAR 863-025-0035(3)(b) 1/1/2025 Edition, which states: (3) If a property manager uses a computerized system for creating, maintaining and producing required records and reports; (b) Posting of owner ledgers, record of receipts and disbursements, tenant ledgers and manipulation of information and documents must be maintained in a format that will readily enable tracking a reconciliation.

(11) **Violation:** By allowing negative balances on multiple ledgers, Hayes violated ORS 696.301(3) and its implementing rule OAR 863-025-002793) 1/1/2025 Edition, which states: A property manager must not disburse funds from a clients' trust account or security deposits account unless there are sufficient funds, as defined in OAR 863-025-0010, in the ledger account against which the disbursement is made.

(12) **Violation:** By failing to complete the November 2025 reconciliation within 30 days of the bank statement, as well as failing to take corrective action to resolve adjustments made in a reconciliation prior to the next reconciliation, Hayes violated ORS 696.301(3) and its implementing rule OAR 863-025-0028(3) 1/1/2025 Edition, which states: (3) A property manager must reconcile each security deposits account within 30 calendar days of the bank statement date pursuant to the requirements contained in this section.

(13) **Violation:** Based on the foregoing, Hayes violated ORS 696.301(3) as it incorporates ORS 696.890(4)(a)(c)(d)(e)(f) 2025 Edition, which states: (4) A real estate property manager owes the property owner the following affirmative duties; (a) To deal honestly and in good faith; (c) To exercise reasonable care and diligence; (d) To account in a timely manner for all funds received from or on behalf of the owner; (e) To act in a fiduciary manner in all matters relating to trust funds; (f) To be loyal to the owner by not taking action that is adverse or detrimental to the owner's interest.

(14) **Violation:** Based on the foregoing, Hayes is subject to discipline under ORS 696.301(12)(15) 2025 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.

6.11 Revocation of Hayes' property manager license is appropriate under ORS 696.396(2)(c)(B).

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ORDER

IT IS HEREBY ORDERED that Timothy Hayes' property manager license is revoked.

Dated this 25th day of June, 2026.

OREGON REAL ESTATE AGENCY

Steve Strode
box SIGN 193X36Y6-1VX95LLJ

Steven Strode
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.

REAL ESTATE AGENCY

BEFORE THE REAL ESTATE COMMISSIONER

In the Matter of the Real Estate License of CHRISTOPHER C SUESS	STIPULATED FINAL ORDER

The Oregon Real Estate Agency (Agency) and Christopher Suess (Suess) do hereby agree and stipulate to the following:

FINDINGS OF FACT

AND

CONCLUSIONS OF LAW

1.

1.1 At all times mentioned herein, Suess was licensed as a principal broker with Real Estate Connections (REC).

1.2 In January 2025, the Agency issued REC an Educational Letter of Advice after an Agency review found discrepancies in their accounting. The Educational Letter of Advice noted that the reconciliation was not balanced, corrective action was not taken in timely manner, funds were not deposited timely, and there was incorrect bank labelling of the clients' trust account. REC was directed to work on correcting the identified discrepancies.

1.3 On November 7, 2025, REC was notified by the Agency that clients' trust account ending in,-2964 (CTA-SD #2964) which holds security deposits, had been selected for reconciliation review. Records for September 2025 were requested.

1.4 A review of the Trust Account Reconciliation document showed that the balances of each component did not equal and were not reconciled.

1.5 Parts I and II of the Trust Account Reconciliation form noted a balance of $432,828.64, while Part III noted a balance of $417,651.50. The Part IV difference was noted as $15,177.14, with the explanation for the difference provided was, “39,191.36 Adjust to beginning ledger balance.”

1.6 A review of the AppFolio Reconciliation Report identified two outstanding deposits totaling $39,191.36 from December 2024. The two outstanding deposits were not recorded in Part I of the Trust Account Reconciliation form.

1.7 A review of the supporting documentation provided as part of the reconciliation identified the Part I balance should have been recorded as $469.782.50, the Part II balance should have been recorded as $399,311.50, and the Part III balance should have been recorded as $398.124.00.

(1) Conclusion of Law: By failing to ensure that each part of the reconciliation equaled to and reconciled to each other and to take corrective action to resolve adjustments made in a reconciliation prior to the next reconciliation, Suess violated ORS 696.301(3) and its implementing rule OAR 863-025-0028(3)(b) and OAR 863-025-0028(4) 1/1/2025 Edition.

(2) Conclusion of Law: The balances reflected on the Trust Account Reconciliation form were inconsistent with the balances in the system generated reports provided by Suess, in violation of ORS 696.301(3) and its implementing rule OAR 863-025-0035(3)(a)(A)-(C) 1/1/2025 Edition.

1.8 Agency Compliance Specialist Jenifer Wetherbee (Wetherbee) requested Suess provide the September 2025 reconciliation records for clients’ trust account ending in -2956 (CTA #2956) as well as clients’ trust account ending in -8812 (CTA #8812).

1.9 Suess notified Wetherbee that he had hired an accountant and needed more time to identify why the accounts were not reconciled. Suess provided further explanation, writing “Following the close of our last review, we believed the most effective approach to remedy the discrepancies observed in AppFolio was to create a new AppFolio database, run a simulation, bring it current with the active database, and then transition operations into the new environment. Despite significant effort, this strategy did not resolve the issues.”

1.10 Suess was asked to provide a timeline of when he created the new AppFolio database, when it was discovered that this action was not going to correct the issues, when he hired an accountant, and when he believed the accounting issues would be resolved.

1.11 In response, Suess wrote “During our review, we identified October 2020 as the most recent date at which a fully balanced reconciliation occurred. From that point forward, no complete reconciliations were conducted. We are now at a point that we have corrected 10 months of reconciliations and brought to current in July of 2021, roughly a year and a half prior to our tenure”

1.12 Suess did not provide complete reconciliation records for CTA #8812.

1.13 A review of the Trust Account Reconciliation form for CTA #2956 showed Part II was out of balance by $32,436.22, with no explanation provided. In addition, Suess did not provide the AppFolio Trust Account Balance report, which provides ledger balances, so the balance provided on Part III of the Reconciliation form could not be verified.

(3) Conclusion of Law: By failing to provide complete reconciliation records upon Agency request, Suess violated ORS 696.301(3) and its implementing rule OAR 863-025-0035(2)(a) 1/1/2025 Edition.

(4) Conclusion of Law: By failing to provide required documentation to support the balances reflected on the Trust Account Reconciliation form, Suess violated ORS 696.301(3) and its implementing rule OAR 863-025-0028(2)(a)(A)-(C) 1/1/2025 Edition.

(5) Conclusion of Law: By failing to complete the reconciliation within 30 days of the bank statement, as well as failing to take corrective action to resolve adjustments made in a reconciliation prior to the next reconciliation, Suess violated ORS 696.301(3) and its implementing rule OAR 863-025-0028(2)(b) and OAR 863-025-0028(4) 1/1/2025 Edition.

1.14 Suess provided a document for outstanding transactions, which identified 76 unreconciled deposits, totaling $118,171.18. There were 51 outstanding disbursements, 7 of which were to REC totaling $3,395.98, dating back to 2022. In addition, $18.60 in bank fees were charged to CTA #2956.

(6) Conclusion of Law: By not disbursing funds owed to REC timely, Suess violated ORS 696.301(3) as it incorporates ORS 696.241(5) and ORS 696.301(3) and it’s implementing rule OAR 863-025-0025(5) and OAR 863-025-0027(6).

(7) Conclusion of Law: By charging bank fees against clients’ trust account ending in -2956, Suess violated ORS 696.301(3) and its implementing rule OAR 863-025-0025(5) 1/1/2025 Edition.

1.15 In a meeting with Wetherbee and Compliance Division Manager, Liz Hayes, in February 2026, Suess explained that he took over REC in October 2022, and the prior property manager was already using AppFolio, which he inherited. Suess further explained that he immediately noticed issues with the records and took steps to try to correct the issues. Suess hired an accountant and reported that they have nearly corrected CTA-SD #2964, however they don't know what to do with approximately $16,000.00 that will remain on the books as an outstanding transaction.

1.16 All of the above demonstrate a failure to uphold affirmative duties to account in a timely manner for all funds received from or on behalf of the owner, and to act in a fiduciary manner in all matters related to trust funds.

(8) Conclusion of Law: Based on the foregoing, Suess violated ORS 696.301(3) as it incorporates ORS 696.890(4)(d)(e) 2023 Edition.

1.17 All of the above demonstrates incompetence or 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.

(9) Conclusion of Law: Based on the foregoing, Suess is subject to discipline under ORS 696.301(12) and (15) 2023 Edition.

2.

2.1 The foregoing violations are grounds for discipline pursuant to ORS 696.301.

2.2 The Agency reserves the right to investigate and pursue additional complaints that may be received in the future regarding this licensee.

2.3 In establishing the violations alleged above, the Agency may rely on one or more of the definitions contained in ORS 696.010.

3.

STIPULATION AND WAIVER

I, Christopher Suess, have read and reviewed this Stipulated Final Order and its Findings of Fact, Statements of Law and Conclusions of Law. I understand that the Findings of Fact, Conclusions of Law and this Stipulation and Waiver of Hearing rights embody the full and complete agreement and stipulation between the Agency and me. I further understand that if I do not agree with this stipulation, I have the right to request a Hearing on this matter and to be represented by legal counsel at such a Hearing. I also understand that any Hearing would be conducted in accordance with the procedures set forth in ORS Chapter 183 and in accordance with the Rules of Practice and Procedure adopted by the Attorney General of the State of Oregon. By signing this Stipulated Final Order, I freely and voluntarily waive my rights to a Hearing, to representation by legal counsel at such a Hearing, and to judicial review of this matter.

I hereby agree and stipulate to the above Findings of Fact and Conclusions of Law and understand that the Order which follows hereafter, which I have also read and understand, may be completed and signed by the Real Estate Commissioner or may be rejected by the Real Estate Commissioner. I further understand that, in accordance with the provisions of ORS 696.445(3), notice of this Order shall be published in the Oregon Real Estate News Journal.

In addition to all of the above, I agree that once the Commissioner executes this Stipulated Final Order, I will accept service of the Stipulated Final Order by email, and hereby waive the right to challenge the validity of service.

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ORDER

IT IS HEREBY ORDERED that Christpher Suess' principal broker license be reprimanded.

IT IS FURTHER ORDERED that Suess complete the Agency-hosted Property Management and Reconciliation Requirements course within 6 months of the issuance of this order.

IT IS FURTHER ORDERED that due to the violations addressed above, Suess will be subject to a future client's trust account review within 6 months of the issuance of this order.

IT IS SO STIPULATED:

Chris Suess
box SIGN 4LJQ9528-176W92XZ

CHRISTOPHER SUESS

Date May 26, 2026

IT IS SO ORDERED:

Steve Strode
box SIGN 193X36Y6-1VXY78K5

STATE OF OREGON REAL ESTATE AGENCY

STEVEN STRODE

Real Estate Commissioner

Date May 27, 2026.

Date of Service: 5/27/2026

REAL ESTATE AGENCY

BEFORE THE REAL ESTATE COMMISSIONER

In the Matter of the Real Estate License of WALTER RUEDY GAYNER	STIPULATED FINAL ORDER

The Oregon Real Estate Agency (Agency) and Walter Gayner (Gayner) do hereby agree and stipulate to the following:

FINDINGS OF FACT

AND

CONCLUSIONS OF LAW

1.

1.1 At all times mentioned herein, Gayner was licensed as a principal broker with Walt Gayner Real Estate, LLC (WGRE).

1.2 On December 3, 2025, WGRE was notified by the Agency that clients' trust account ending in 5216 (CTA-SD #5216) which holds security deposits, had been selected for reconciliation review. Records for September 2025 were requested.

1.3 Gayner provided reconciliation records for November 2025 for CTA-SD #5216, along with reconciliation records for clients' trust accounts ending in 3092 (CTA #3092), and 3930 (CTA #3930), both of which hold owner funds.

1.4 Upon Agency request, Gayner provided additional November 2025 reconciliation records and February 2026 reconciliation records for CTA-SD #5216, CTA #3930, and CTA #3092.

1.5 The September 2025 Trust Account Reconciliation forms for all three clients' trust accounts were completed, signed, and dated on January 12 and 13, 2026.

(1) **Conclusion of Law**: By failing to complete, review, and approve monthly reconciliations for multiple clients' trust accounts within 30 days of the bank statement, Gayner violated ORS 696.301(3) and its implementing rule OAR 863-025-0028(2)(d) and (3)(d) 1/1/2025 Edition.

1.6 The September 2025, November 2025, and February 2026 reconciliation forms for CTA-SD #5216 identified an unreconciled balance of $13.21.

1.7 A review of reconciliation records for CTA #3092 showed that Part II of the September 2025 Trust Account Reconciliation form was unreconciled $3,443.57, Part II of the November 2025 Clients' Trust Account Reconciliation form was unreconciled $3,319.07, and Part III of the February 2026 Clients' Trust Account Reconciliation form was unreconciled $1,217.89.

1.8 A review of records for CTA #3930 showed that Part II of the September 2025 Clients' Trust Account Reconciliation form was unreconciled $20,309.59. In November 2025, Part II was unreconciled $754.71, and in February 2026, Part II was unreconciled $13,802.00.

(2) **Conclusion of Law:** By failing to ensure that each part was equaled to and reconciled with each other, Gayner violated ORS 696.301(3) and its implementing rule OAR 863-025-0028(2)(b) and (3)(b) 1/1/12025 Edition.

(3) **Conclusion of Law**: By failing to take corrective action to resolve all adjustments made in a reconciliation prior to the next reconciliation, Gayner violated ORS 696.301(3) and its implementing rule OAR 863-025-0028(4) 1/1/2025 Edition.

1.9 While records showed CTA-SD #5216 was short $13.21, Gayner explained to the Agency that the account was short $216,930.68, due to not transferring funds from CTA #3092 and CTA #3930 into CTA-SD #5216. On December 15, 2025, $205,880.68 was deposited into CTA-SD # 5216 from CTA #3930, and $11,050.00 was deposited into CTA-SD #5216 from CTA #3092.

(4) **Conclusion of Law:** By failing to deposit funds within five banking days following the receipt of funds, Gayner violated ORS 696.301(3) and its implementing rule OAR 863-025-0065(4) 1/1/2025 Edition.

(5) **Conclusion of Law**: By failing to transfer security deposit funds from the clients' trust account into the clients' trust account – security deposit account within three days, Gayner violated ORS 696.301(3) and its implementing rule OAR 863-025-0030(2) 1/1/2025 Edition.

1.10 CTA-SD #5216 had four negative tenant ledger balances totaling $6,600.00.

1.11 CTA #3092 had one negative ledger balance totaling $700.00.

1.12 CTA #3930 had 18 negative ledger balances totaling $48,863.05.

(6) Conclusion of Law: By disbursing funds from a clients' trust account when there were insufficient funds in the ledger, Gayner violated ORS 696.301(3) and its implementing rule OAR 863-025-0027(3) 1/1/2025 Edition.

1.13 Records showed that each clients' trust account held a corporate ledger. The balance in the corporate ledger for CTA-SD #5216 was $100.00. The balance for CTA #3092 was $2,916.44, and the balance for CTA #3930 was -$11,508.10 held for "WGR Hiccups." A second corporate ledger for CTA #3930 was $11,240,38.

1.14 Gayner explained that $11,378.00 was mistakenly deposited into CTA #3930, instead of CTA #3092. A correction was made, and the balance was then -$137.62. Gayner further explained it is most likely bank services fees.

(7) Conclusion of Law: By recording a discrepancy on a corporate ledger and not correcting the entry timely, Gayner violated ORS 696.301(3) and its implementing rule OAR 864-025-0028(4) 1/1/2025 Edition.

(8) Conclusion of Law: By allowing bank fees to be charged to a clients' trust account, Gayner violated ORS 696.301(3) as it incorporates ORS 696.241(5) 2025 Edition. In addition, Gayner violated ORS 696.301(3) and its implementing rule OAR 863-025-0025(5).

1.15 Management fees for July, August, September, October, and November 2025 were in CTA #3092 and CTA #3930. Gayner explained that management fees were paid quarterly, A review of five property management agreements stated management fees were to be paid monthly.

(9) Conclusion of Law: By failing to disburse management fees from the clients' trust account, Gayner violated ORS 696.301(3) and its implementing rule OAR 863-025-0027(6) 1/1/2025 Edition. In addition, Gayner violated ORS 696.301(3) and its implementing rule OAR 863-025-0020(2)(f) 1/1/2025 Edition.

1.16 Gayner stated the compliance issues identified in the review were due to a lack of oversight and that he was unaware of how problematic his accounting software had become.

1.17 All of the above demonstrate a failure to uphold affirmative duties to exercise reasonable care and diligence, account in a timely manner for all funds received from or on behalf of the owner, and to act in a fiduciary manner in all matters related to trust funds.

(10) Conclusion of Law: Based on the foregoing, Gayner violated ORS 696.301(3) as it incorporates ORS 696.890(4)(c)(d)(e) 2025 Edition.

1.18 All of the above demonstrate incompetence or 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.

(11) Conclusion of Law: Based on the foregoing, Gayner is subject to discipline under ORS 696.301(12) and (15) 2025 Edition

2.

2.1 The foregoing violations are grounds for discipline pursuant to ORS 696.301.

2.2 The Agency reserves the right to investigate and pursue additional complaints that may be received in the future regarding this licensee.

2.3 In establishing the violations alleged above, the Agency may rely on one or more of the definitions contained in ORS 696.010.

3.

STIPULATION AND WAIVER

I, Walter Gayner, have read and reviewed this Stipulated Final Order and its Findings of Fact, Statements of Law and Conclusions of Law. I understand that the Findings of Fact, Conclusions of Law and this Stipulation and Waiver of Hearing rights embody the full and complete agreement and stipulation between the Agency and me. I further understand that if I do not agree with this stipulation, I have the right to request a Hearing on this matter and to be represented by legal counsel at such a Hearing. I also understand that any Hearing would be conducted in accordance with the procedures set forth in ORS Chapter 183 and in accordance with the Rules of Practice and Procedure adopted by the Attorney General of the State of Oregon. By signing this Stipulated Final Order, I freely and voluntarily waive my rights to a

Hearing, to representation by legal counsel at such a Hearing, and to judicial review of this matter.

I hereby agree and stipulate to the above Findings of Fact and Conclusions of Law and understand that the Order which follows hereafter, which I have also read and understand, may be completed and signed by the Real Estate Commissioner or may be rejected by the Real Estate Commissioner. I further understand that, in accordance with the provisions of ORS 696.445(3), notice of this Order shall be published in the Oregon Real Estate News Journal.

In addition to all of the above, I agree that once the Commissioner executes this Stipulated Final Order, I will accept service of the Stipulated Final Order by email, and hereby waive the right to challenge the validity of service.

ORDER

IT IS HEREBY ORDERED that Walter Gayner's principal broker license be reprimanded.

IT IS FURTHER ORDERED that Gayner complete the Agency-hosted Property Management and Reconciliation Requirements course within 6 months of the issuance of this order.

IT IS FURTHER ORDERED that due to the violations addressed above, Gayner will be subject to a future client's trust account review within 6 months of the issuance of this order.

IT IS SO STIPULATED:

box SIGN 4QZ6RPWW-1J6W6K99

WALTER GAYNER

Date Jul 21, 2026

IT IS SO ORDERED:

Steve Strode

box SIGN 193X36Y6-1R23RPP9

STEVEN STRODE

Real Estate Commissioner

Date Jul 21, 2026.

Date of Service: Jul 21, 2026

REAL ESTATE AGENCY

BEFORE THE REAL ESTATE COMMISSIONER

In the Matter of the Real Estate License of KALLIE REANN CAITO	STIPULATED FINAL ORDER

The Oregon Real Estate Agency (Agency) and Kallie Caito (Caito) do hereby agree and stipulate to the following:

FINDINGS OF FACT

AND

CONCLUSIONS OF LAW

1.

1.1 On September 17, 2025, Caito's principal broker license was disassociated from GREP Southwest, LLC and her license entered inactive status. On January 8, 2026, Caito's license became active and associated to KRC Management LLC.

1.2 On December 4, 2025, the Agency received a complaint from Jamie Test (Test) against Caito. In his complaint, Test alleged that Caito practiced unlicensed property management activities after her license became inactive around October 2025. Test also alleged that Caito maintained a "false business address" in Agency records.

1.3 Caito joined Olympus Property Management on August 21, 2025. In an email to the Agency, Caito wrote "…I work in property management and do nothing [at the property for Olympus] that requires a license anyway."

1.4 Caito explained to the Agency, "When I joined Olympus in August, 2025, I was under the mistaken belief that Olympus either owned all of their assets or had an ownership interest via a joint venture (therefore not requiring a third-party management license). After receiving notice of your investigation, I discovered that Olympus's work in Oregon was strictly as a third-party property manager, and I immediately registered my LLC & renewed my license. It appears that Olympus operated without an appropriate property management license from April 23, 2024 (when I took over management of 4 properties in Oregon) until January 9, 2025. I was supervising properties from August 21, 2025 until present, but was doing so without an appropriate license until January 9, 2026. Between April 23, 2024, and January 9, 2026, Olympus had no licensed property manager."

1.5 A search of the Agency's online licensing database showed no record of Olympus Property Management as a registered business name with the Agency.

(1) Conclusion of Law: Caito conducted professional real estate activity from September 17, 2025, to January 8, 2026, during which her license was inactive, in violation of ORS 696.301(3) as it incorporates ORS 696.020(2) 2025 Edition. In addition, Caito violated ORS 696.301(3) and its implementing rule OAR 863-024-0065(1) 1/1/2025 Edition.

(2) Conclusion of Law: By performing professional real estate for Olympus Property Management, which was not a registered business name with the Agency, Caito violated ORS 696.301(3) and its implementing rule OAR 863-024-0095(1) 1/1/2025 Edition.

1.6 On January 9, 2026, Caito's license was associated to KRC Management LLC, and her license became active. In an email to the Agency, Caito confirmed she was the sole licensee in Oregon performing property management for the property, effective January 9. 2026.

1.7 In his complaint to the Agency, Test wrote that he attempted to contact Caito's office that was registered with the Agency as 1050 SW 6th Avenue, Suite 1950, in Portland. Test explained that a staff member at the location said Caito was not affiliated with the address.

1.8 In an email to the Agency, Caito wrote, "Even though my signature block says Texas, I reside in Oregon and work full time in Oregon. We do not have an established corporate office, but I operate out of [the property] in our business center."

(3) Conclusion of Law: By failing to establish and maintain in Oregon a place of business designated as Caito's main office, Caito violated ORS 696.301(3) as it incorporates ORS 696.200(1) 2025 Edition.

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

(4) Conclusion of Law: Based on the foregoing, Caito is subject to discipline under ORS 696.301(12) and (15) 2025 Edition.

2.

2.1 The foregoing violations are grounds for discipline pursuant to ORS 696.301.

2.2 The Agency reserves the right to investigate and pursue additional complaints that may be received in the future regarding this licensee.

2.3 In establishing the violations alleged above, the Agency may rely on one or more of the definitions contained in ORS 696.010.

2.4 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.

3.

STIPULATION AND WAIVER

I, Kallie Caito, have read and reviewed this Stipulated Final Order and its Findings of Fact, Statements of Law and Conclusions of Law. I understand that the Findings of Fact, Conclusions of Law and this Stipulation and Waiver of Hearing rights embody the full and complete agreement and stipulation between the Agency and me. I further understand that if I do not agree with this stipulation, I have the right to request a Hearing on this matter and to be represented by legal counsel at such a Hearing. I also understand that any Hearing would be conducted in accordance with the procedures set forth in ORS Chapter 183 and in accordance with the Rules of Practice and Procedure adopted by the Attorney General of the State of Oregon. By signing this Stipulated Final Order, I freely and voluntarily waive my rights to a

Hearing, to representation by legal counsel at such a Hearing, and to judicial review of this matter.

I hereby agree and stipulate to the above Findings of Fact and Conclusions of Law and understand that the Order which follows hereafter, which I have also read and understand, may be completed and signed by the Real Estate Commissioner or may be rejected by the Real Estate Commissioner. I further understand that, in accordance with the provisions of ORS 696.445(3), notice of this Order shall be published in the Oregon Real Estate News Journal.

In addition to all of the above, I agree that once the Commissioner executes this Stipulated Final Order, I will accept service of the Stipulated Final Order by email, and hereby waive the right to challenge the validity of service.

ORDER

IT IS HEREBY ORDERED that pursuant to ORS 696.990 and based upon the violation set forth above, Caito pay a civil penalty in the sum of $2,500.00, said penalty to be paid to the General Fund of the State Treasury by paying the same to the Agency.

IT IS SO STIPULATED:

box SIGN 4QZJP6R9-13Z23Y5Q

KALLIE REANN CAITO

Date May 26, 2026

IT IS SO ORDERED:

Steve Strode

box SIGN 193X36Y6-4237YJP7

STEVEN STRODE

Real Estate Commissioner

Date Jun 3, 2026

Date of Service: 6/3/2026

AGENDA ITEM NO.

VIII. A. 1.

REAL ESTATE BOARD
COMMUNICATIONS/DEI REPORT
August 3, 2026

Communications, Policy, and DEI Director: Mesheal Tracy

Overview

This position is responsible for developing and implementing agency-wide Diversity, Equity, Inclusion, and Belonging (DEIB) initiatives, managing internal and external communications, and leading change management processes. Key functions include media relations, community engagement, policy development, and strategic planning. These efforts support an inclusive organizational culture and ensure effective communication of the Agency's mission and programs to our diverse stakeholders.

This position directly supports Objective 2 of the Agency's strategic plan: Reduce Barriers to Licensure & Increase Public Engagement through DEI Initiatives.

DEIB Initiatives

The Agency submitted the 2027–2029 Affirmative Action–Diversity, Equity and Inclusion Action Plan to the Office of Cultural Change. A review meeting with staff from the Office of Cultural Change is scheduled for later this month, where we will discuss plan components, implementation timelines, and available support.

Communications

We are drafting and refining language for the licensing applications with the upgraded licensing system to ensure clarity, accessibility, and consistency with agency messaging.

We are also reviewing feedback from the surveys distributed to various users of the current eLicense system. The feedback received so far will inform both the development of the upgraded system and the communication strategies we will use to assist users during and after the transition.

Policy Update

The broader review of internal operating policies and procedures is still paused while resources are focused on other more urgent agency work.

Other Work

We have been reviewing pre-license education course content submitted by both new and current pre-license schools to confirm alignment with required curriculum topics as well as the latest statutes and rules.

AGENDA ITEM NO. VIII. A.

REAL ESTATE BOARD
REGULATION DIVISION REPORT
August 3, 2026

Regulation Division Manager: Elli Kataura
Compliance Specialist 3 (Senior Case Analyst): Meghan Lewis
Financial Investigators (Investigator-Auditors): Lindsey Nunes, Cidia Nañez, Frank Leonard, Dylan Ray, Megan Donovan
Administrative Specialist 2 (Case Resolution Coordinator): Vacant

Division Overview

The Agency receives complaints and determines if an investigation is appropriate. Open cases are assigned to investigators to gather facts (from interviews and documents), prepare a detailed written report, and submit for Administrative Review. The Senior Case Analysts conducting the Administrative Review work evaluate whether the evidence supports a violation of Agency statutes or administrative rules. When a case finds sufficient cause to sanction a license, the case is elevated to the Commissioner for review. When the Commissioner supports a sanction, the Senior Case Analysts offer a settlement conference to resolve cases without a contested case hearing. If the respondent requests a hearing, the Investigator works with the Assistant Attorney General in preparing for and presenting the case at hearing.

Personnel

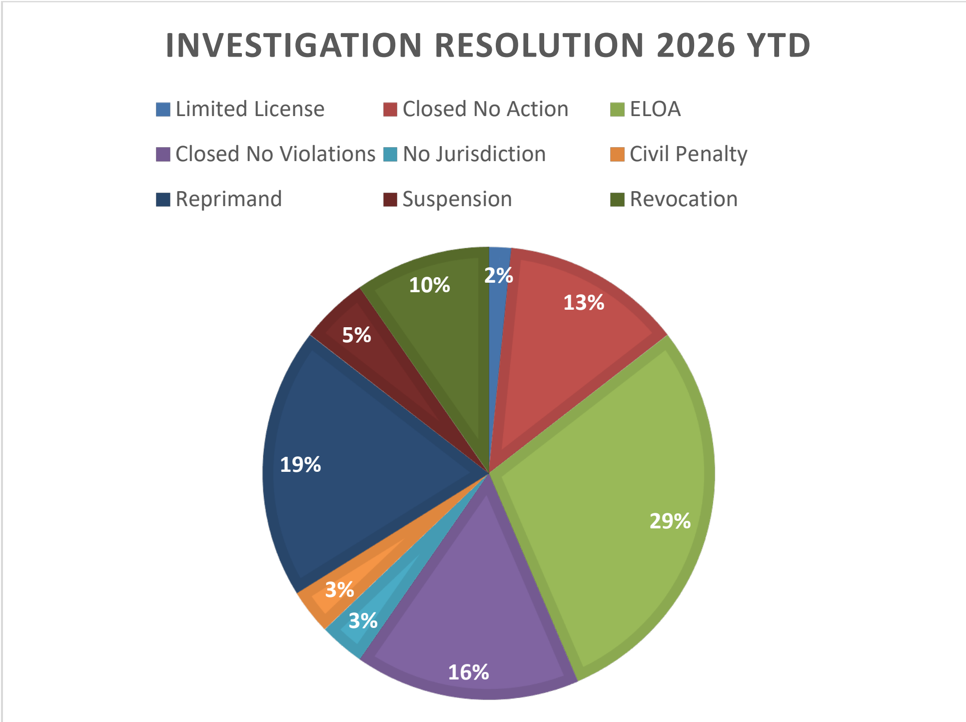
Amanda Moser, our Case Resolution Coordinator, accepted an opportunity with the City of Tigard. The AS2 position is vacant.

Workload and Activity Indicators

Average # in this status at the time	2022	2023	2024	2025	Current 7/22/26
Complaint	13	19	14	26	18
Investigation	28	43	61	24	57
(# of Investigators)	*6**	*6**	*5*	*5*	*5*
Admin Review	2	3	6	2	6
Settlement Process	2	6	7	0	5

* We had an investigator that was on extended leave for the majority of 2022-2023.

Investigation Resolution 1/1/2026 - 7/24/2026	Total
Limited License	1
Closed No Action	8
ELOA	18
Closed No Violations	10
No Jurisdiction	2
Civil Penalty	2
Reprimand	12
Suspension	3
Revocation	6


INVESTIGATION RESOLUTION 2026 YTD
Limited License
Closed No Action
ELOA
Closed No Violations
No Jurisdiction
Civil Penalty
Reprimand
Suspension
Revocation
2%
13%
29%
16%
3%
3%
19%
5%
10%

AGENDA ITEM NO.
VIII. A. 3.

REAL ESTATE BOARD
COMPLIANCE DIVISION REPORT
August 3, 2026

Compliance Division Manager: Liz Hayes
Compliance Specialist 2: Jen Wetherbee
Compliance Specialist 1: Rick Marsland, Helen Wilson, Katie Nash
Senior Auditor (Escrow): Roger McComas

Division Overview
The Compliance Division ensures that licensees meet their fiduciary and administrative responsibilities by reviewing financial and administrative records. This division aims to conduct clients' trust account and compliance reviews and develop other compliance-related programs. This work includes providing technical assistance and sharing knowledge on the interpretation and application of laws and rules administered by the Agency (excluding legal advice) to licensees, the public, and other governmental agencies.

Presentation
The Agency will host the Property Management and Reconciliation Requirements class virtually on August 19, 2026. There is one more class scheduled through the end of the year on November 18, 2026.

Division Updates
The 2026 escrow license renewal cycle has been completed. Oregon currently has 82 active escrow licenses.

To date, 3 escrow audits have been completed, and 5 additional audits are in progress. Overall, the audits have identified relatively minor compliance issues. The escrow companies audited have demonstrated an understanding of the requirements and have been responsive in correcting those deficiencies.

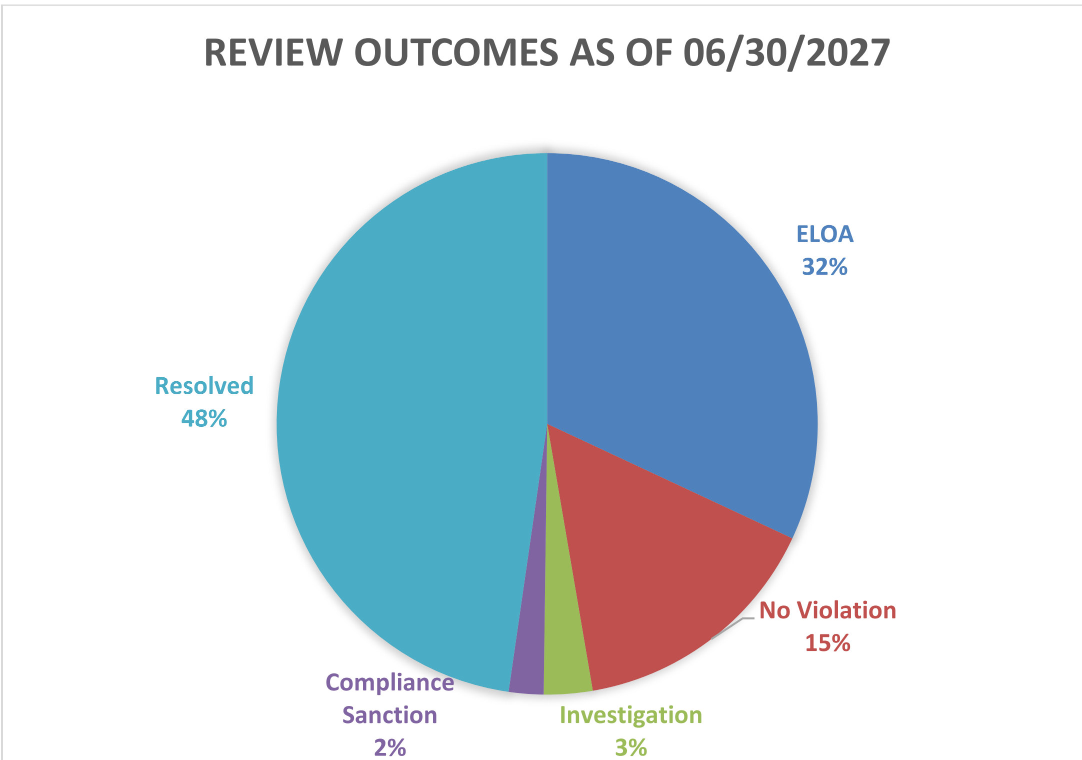
As of June 30, 2026, the Agency has completed 241 clients trust account reviews and remains on pace to meet or exceed our goal of closing between 400 to 500 reviews. The most common compliance issues continue to involve failing to complete monthly reconciliations and the timely correction of identified discrepancies.

Since 2022, 69 clients' trust account reviews have resulted in an investigation. As those cases have progressed through the compliance process, 32 have now completed a subsequent review to evaluate whether corrective actions were implemented and sustained. The follow-up reviews demonstrate meaningful progress. Of those 32 companies, 22 demonstrated substantial improvement. This represents a nearly 70% success rate in achieving substantial improvement.

Workload and Activity Indicators

6/30/2026	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
ELOA	3	2	2	4	44	79	81	13	55	101	141	172	77
No Violation	351	356	192	172	375	216	87	10	98	94	89	69	37
Investigation	14	5	3	8	10	29	7	2	13	20	23	6	7
Compliance Sanction												7	5
Resolved									72	182	216	216	115
Reviews Closed	368	363	197	184	429	324	175	25	238	397	469	470	241
(# of Staff)	3	4	4	5	6	6	1	1-2	2-4	3-4	3-4	4	4

	Jan	Feb	Mar	Apr	May	June
ELOA	12	14	13	7	14	17
No Violation	7	0	8	11	9	2
Investigation	2	2	1	2	0	0
Compliance Sanction	0	1	1	0	2	1
Resolved	19	24	22	24	7	19
Total Closed	40	41	45	44	32	39



AGENDA ITEM NO.

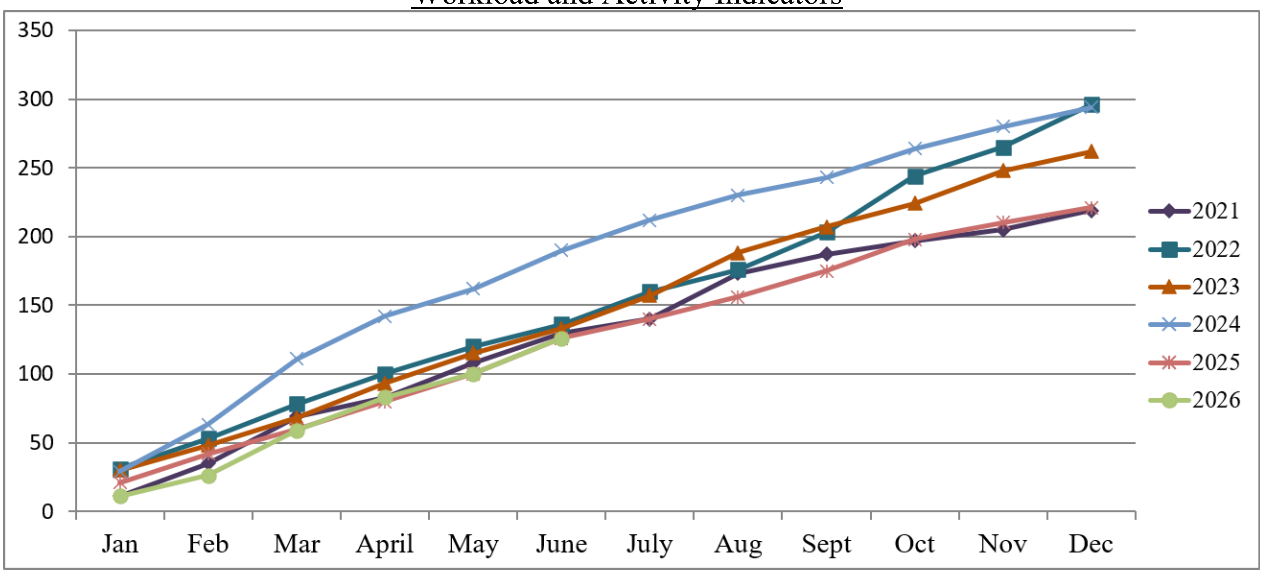
VIII. A. 4.

Report to the Real Estate Board
Land Development Division
August 3rd, 2026

Division Manager: Michael Hanifin

Division Overview:
The Land Development Division reviews and approves filings related to condominiums, timeshares, subdivisions, manufactured home subdivisions, and membership campgrounds. The section reviews and approves the foundational documents creating these types of properties, as well as later amendments to those documents, to verify compliance with statutory requirements. We also issue the Disclosure Statement (sometimes referred to as a Public Report) required for sales of these interests to Oregonians. The Disclosure Statement summarizes key information about the condominium for the consumer, somewhat like the owner's manual for a car.

Workload and Activity Indicators



The division had 126 filings through end of June 2026. This is tracks exactly with last year, where we had 126 filings through end of June as well.

Rulemaking:

None at this time.

Legislation:

The agency is preparing for the upcoming legislative session and has one agency led concept in process, LC 464. A summary of the concept is attached to the this month's report as agenda item V.

AGENDA ITEM NO.

VIII. A. 5.

REAL ESTATE BOARD
LICENSING DIVISION REPORT
August 3, 2026

Licensing Manager: Nenah Darville
Compliance Specialist: Tami Schemmel, Kaely Salem
Administrative Specialist: Elizabeth Hardwick, Cory King, Reagan Van Dorp, Sunny Deanda.

Division Overview

The Licensing Division acts as the first point of contact for the public and licensees. This division manages reception, licensing related services, general public inquiry and complaint intake and processing

Personnel

No updates at this time

Licensing Update

The most recent data available for division performance is as follows:

Average Call Hold Time for the month of June- 26 seconds
New complaints filed in the month of June – 33 new complaint submittals
Average Days Processing complaints for month June – 15 days
Customer Service Overall Rating - 95% (January 1, 2026 – June 30, 2026)

RBN Renewal

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Eligible to Renew	398	323	335	338	303	253						
Failed to Renew	17	18	13	11	16	12						
% Renewed	96%	94%	96%	97%	95%	95%						

Licensing Statistics

Total Licensee Counts by Month:

Individuals (Persons)	May-26	Jun-26
-		
Broker – Total	**16,237**	**16,206**
Active	14,686	14,694
Inactive	1,551	1,512
Principal Broker - Total	**5,913**	**5,881**
Active	5,513	5,497
Inactive	400	384
ALL BROKERS Total	**22,150**	**22,087**
Active	20,199	20,191
Inactive	1,951	1,896
Property Manager - Total	**1,082**	**1,083**
Active	978	976
Inactive	104	107
MCC Salesperson	**6**	**10**
MCC Broker	**0**	**0**
Timeshare Sales Agent (TSA)	**36**	**40**
Wholesaler (WS)	**82**	**41**
TOTAL INDIVIDUALS	**23,356**	**23,261**
Active	21,301	21,258
Inactive	2,055	2,003
Facilities (Companies)		
REMO	3	3
Registered Business Name (RBN)	3,685	3,680
Registered Branch Office (RBO)	732	731
Escrow Organization	90	81
Escrow Branch	199	197
Unit Owners Association	805	819
Pre-License Education Provider (PEP)	24	24
CEP	276	276
MCC Operator	25	25
TOTAL FACILITIES	**5,839**	**5,836**
TOTAL INDIVIDUALS & FACILITIES	**29,195**	**29,097**

New Licenses by Month:

Individuals (Persons)	May-26	Jun-26
Broker	106	84
Principal Broker	13	11
TOTAL BROKERS	**119**	**95**
Property Manager	10	8
MCC Salesperson	1	1
MCC Broker	0	0
Timeshare Sales Agent	6	4
Wholesaler	2	2
TOTAL INDIVIDUALS	**138**	**110**
Facilities (Companies)		
Continuing Education Provider (CEP)	0	1
REMO	0	0
Registered Business Name	24	25
Registered Branch Office	4	6
Escrow Organization	0	1
Escrow Branch	0	1
Unit Owners Association	2	11
Pre-License Ed Provider	0	0
MCC Operator	0	0
TOTAL FACILITIES	**30**	**45**
TOTAL INDIVIDUALS & FACILITIES	**168**	**155**

Exam Statistics
June 2026

ALL LICENSING EXAMS Total

Broker	287
Principal Broker	36
Property Manager	42
Timeshare Sales Agent	3
Broker Reactivation	2

Pass Rates

First Time Pass Rate Percentage	*2022*	*2023*	*2024*	*2025*	*2026*
Broker State	44	42	44	46	46
Broker National	66	64	62	61	65
Principal Broker State	54	47	51	44	48
Principal Broker National	65	54	71	74	74
Property Manager	65	63	60	57	52

Oregon Real Estate Agency Education & Licensing Division
Licensee Application & Renewal 2026 Data

New Applications													
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Brokers	191	171	193	144	135	178							1012
Principal Brokers	29	27	31	17	10	18							132
Property Managers	28	27	36	32	24	24							171
Total	248	225	260	193	169	220							1315

Renewal Activity														
Brokers		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
On Time	Active	475	471	505	535	559	538							3083
	Inactive	44	28	31	35	22	30							190
Late	Active	56	50	52	43	35	62							298
	Inactive	15	11	9	9	14	15							73
Lapse		138	103	135	143	128	135							782
Total		728	663	732	765	758	780							4426

Principal Brokers		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
On Time	Active	204	211	219	215	221	230							1300
	Inactive	7	17	8	10	16	12							70
Late	Active	11	8	8	12	10	14							63
	Inactive	6	0	2	6	3	1							18
Lapse		27	30	27	23	27	16							150
Total		255	266	264	266	277	273							1601

Oregon Real Estate Agency Education & Licensing Division
Licensee Application & Renewal 2026 Data

Property Managers		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
On Time	Active	31	28	23	25	38	32							**177**
	Inactive	1	2	2	1	1	1							**8**
Late	Active	0	0	3	0	0	3							**6**
	Inactive	0	1	0	0	1	0							**2**
Lapse		6	8	6	8	6	11							**45**
Total		**38**	**39**	**34**	**34**	**46**	**47**							**238**

Grand Total (Brokers, Principal Brokers, Property Managers)

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Eligible to Renew		**1021**	**968**	**1030**	**1065**	**1081**	**1100**							**6265**
On Time	Active	710	710	747	775	818	800							**4560**
	Inactive	52	47	41	46	39	43							**268**
Late	Active	67	58	63	55	45	79							**367**
	Inactive	21	12	11	15	18	16							**93**
Total Renewed		**850**	**827**	**862**	**891**	**920**	**938**							**5288**
Lapse		**171**	**141**	**168**	**174**	**161**	**162**							**977**

% On Time		**74.6%**	**78.2%**	**76.5%**	**77.1%**	**79.3%**	**76.6%**	**%**	**%**	**%**	**%**	**%**	**%**	**77.1%**
% Late		**8.6%**	**7.2%**	**7.2%**	**6.6%**	**5.8%**	**8.6%**	**%**	**%**	**%**	**%**	**%**	**%**	**7.3%**
% Failed to Renew (Lapsed)		**16.7%**	**14.6%**	**16.3%**	**16.3%**	**14.9%**	**14.7%**	**%**	**%**	**%**	**%**	**%**	**%**	**15.6%**
Total		**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

Oregon Real Estate Agency Education & Licensing Division
Licensee Application & Renewal 2025 Data

New Applications	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Brokers	245	195	221	199	188	211	180	174	171	152	150	160	2246
Principal Brokers	25	25	26	10	12	17	17	23	21	16	29	33	254
Property Managers	27	30	35	24	34	28	22	42	20	23	32	31	348
Total	297	250	282	233	234	256	219	239	212	191	211	224	2848

Renewal Activity

Brokers		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
On Time	Active	463	505	558	502	534	532	522	528	534	504	453	465	**6100**
	Inactive	30	30	29	23	31	28	25	30	32	37	26	42	**363**
Late	Active	73	50	44	57	54	50	63	61	85	50	36	59	**682**
	Inactive	6	11	21	7	7	12	9	8	7	10	8	5	**111**
Lapse		140	150	168	122	167	162	168	146	134	154	145	150	**1806**
Total		**712**	**746**	**820**	**711**	**793**	**784**	**787**	**773**	**792**	**755**	**668**	**721**	**9062**

Principal Brokers		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
On Time	Active	194	174	199	229	205	236	227	218	222	193	169	213	**2479**
	Inactive	13	8	9	9	7	10	9	10	10	7	7	9	**108**
Late	Active	13	9	8	9	7	6	13	11	18	15	12	13	**134**
	Inactive	2	2	2	3	0	1	2	1	3	3	0	1	**20**
Lapse		24	23	32	29	26	23	26	27	27	23	32	22	**314**
Total		**246**	**216**	**250**	**279**	**245**	**276**	**277**	**267**	**280**	**241**	**220**	**258**	**3055**

Oregon Real Estate Agency Education & Licensing Division
Licensee Application & Renewal 2025 Data

Property Managers		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
On Time	Active	44	34	39	30	40	33	37	44	25	33	37	41	**437**
	Inactive	1	1	1	2	4	1	5	2	1	3	2	4	**27**
Late	Active	5	1	3	0	1	0	1	0	1	2	2	3	**19**
	Inactive	0	0	2	0	0	1	0	1	1	0	0	0	**5**
Lapse		4	6	10	5	9	5	8	9	7	7	6	12	**88**
Total		**54**	**42**	**55**	**37**	**54**	**40**	**51**	**56**	**35**	**45**	**47**	**60**	**576**

Grand Total (Brokers, Principal Brokers, Property Managers)

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Total Eligible to Renew		**1012**	**1004**	**1125**	**1027**	**1092**	**1100**	**1115**	**1096**	**1107**	**1041**	**935**	**1039**	**12693**
On Time	Active	701	713	796	761	779	801	786	790	781	730	659	719	**9016**
	Inactive	44	39	39	34	42	39	39	42	43	47	35	55	**498**
Late	Active	91	60	55	66	62	56	77	72	104	67	50	75	**835**
	Inactive	8	13	25	10	7	14	11	10	11	13	8	6	**136**
Total Renewed		**844**	**825**	**915**	**871**	**890**	**910**	**913**	**914**	**939**	**857**	**752**	**855**	**10485**
Lapse		**168**	**179**	**210**	**156**	**202**	**190**	**202**	**182**	**168**	**184**	**183**	**184**	**2208**

% On Time		**73.6%**	**74.9%**	**74.2%**	**77.4%**	**75.2%**	**76.4%**	**74.0%**	**75.9%**	**74.4%**	**74.6%**	**74.2%**	**74.5%**	**75.0%**
% Late		**9.8%**	**7.3%**	**7.1%**	**7.4%**	**6.3%**	**6.4%**	**7.9%**	**7.5%**	**10.4%**	**7.7%**	**6.2%**	**7.8%**	**7.6%**
% Failed to Renew (Lapsed)		**16.6%**	**17.8%**	**18.7%**	**15.2%**	**18.5%**	**17.3%**	**18.1%**	**16.6%**	**15.2%**	**17.7%**	**19.6%**	**17.7%**	**17.4%**
Total		**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**	**100.0%**

Oregon Real Estate Agency Education & Licensing Division Phone Counts													
(Minutes: seconds)	**Jan – 26**	**Feb – 26**	**Mar – 26**	**Apr – 26**	**May-26**	**Jun-26**	**Jul-26**	**Aug-26**	**Sep-26**	**Oct-26**	**Nov--26**	**Dec-26**	**2026 Average**
Call Count	1527	1240	1387	1328	1140	1302							1321
Average Wait Time	:38	:29	:30	:26	:28	:26							:30
Maximum Wait Time	0:13:34	0:14:37	0:11:53	0:08:10	0:11:09	0:11:57							0:11:53

Oregon Real Estate Agency Education & Licensing Division Phone Counts													
(Minutes: seconds)	**Jan – 25**	**Feb – 25**	**Mar – 25**	**Apr – 25**	**May-25**	**Jun-25**	**Jul-25**	**Aug-25**	**Sep-25**	**Oct-25**	**Nov--25**	**Dec-25**	**2025 Average**
Call Count	1471	1181	1348	1273	1114	1275	1539	1255	1348	1353	951	1380	1291
Average Wait Time	:52	:45	:58	:29	:21	:25	:28	:28	:37	:20	:28	:33	:34
Maximum Wait Time	0:13:31	0:11:02	0:13:38	0:24:10	0:09:01	0:17:45	0:10:11	0:34:53	0:12:58	0:06:11	0:12:32	0:15:08	0:15:05

Oregon Real Estate Agency Education & Licensing Division Phone Counts													
(Minutes: seconds)	**Jan – 24**	**Feb – 24**	**Mar – 24**	**Apr – 24**	**May-24**	**Jun-24**	**Jul-24**	**Aug-24**	**Sep-24**	**Oct-24**	**Nov--24**	**Dec-24**	**2024 Average**
Call Count	1588	1447	1509	1471	1415	1138	1252	1205	1232	1279	897	1213	1304
Average Wait Time	:30	:42	:45	:32	:25	:29	:27	:40	:33	:55	:55	:55	:39
Maximum Wait Time	0:09:48	0:12:50	0:11:01	0:10:00	0:13:36	0:13:28	0:20:09	0:13:37	0:10:11	0:17:29	0:16:03	0:18:31	0:13:54

Oregon Real Estate Agency Education & Licensing Division Phone Counts													
(Minutes: seconds)	**Jan – 23**	**Feb – 23**	**Mar – 23**	**Apr – 23**	**May-23**	**Jun-23**	**Jul-23**	**Aug-23**	**Sep-23**	**Oct-23**	**Nov--23**	**Dec-23**	**2023 Average**
Call Count	1642	1368	1603	1428	1438	1286	1283	1468	1382	1445	1222	1265	1403
Average Wait Time	:33	:32	:35	:28	:28	:35	:38	:29	:32	:29	:40	:30	:32
Maximum Wait Time	0:11:07	0:11:14	0:10:58	0:09:13	0:10:11	0:16:20	0:09:26	0:11:08	0:11:55	0:11:53	0:10:46	0:10:44	0:11:15

Oregon Real Estate Agency Education & Licensing Division Phone Counts													
(Minutes: seconds)	**Jan – 22**	**Feb – 22**	**Mar – 22**	**Apr – 22**	**May-22**	**Jun-22**	**Jul-22**	**Aug-22**	**Sep-22**	**Oct-22**	**Nov--22**	**Dec-22**	**2022 Average**
Call Count	1730	1520	1776	1510	1437	1444	1303	1510	1555	1444	1469	1295	1499
Average Wait Time	:33	:23	:45	:33	:35	:36	:42	:58	:50	:36	:29	:43	:39
Maximum Wait Time	0:20:37	0:12:03	0:26:17	0:13:25	0:10:53	0:11:15	0:11:13	0:31:05	0:32:16	0:13:58	0:10:52	0:11:53	0:17:09

Oregon Real Estate Agency Education & Licensing Division Phone Counts

(minutes: seconds)	Jan – 21	Feb – 21	Mar – 21	Apr – 21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov--21	Dec-21	2021 Average
Call Count	1981	1801	1918	1822	1452	1886	1653	1616	1510	1477	1407	1426	1662
Average Wait Time	:51	:36	:29	:29	:24	:18	:26	:15	:19	:17	:22	:36	:27
Maximum Wait Time	0:19:17	0:10:52	0:09:59	0:10:43	0:08:58	0:06:37	0:28:56	0:06:49	0:07:45	0:04:46	0:13:37	0:19:12	0:12:18

(minutes: seconds)	Jan – 20	Feb – 20	Mar – 20	Apr – 20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov--20	Dec-20	2020 Average
Call Count	2117	1834	1830	1474	1468	1775	1875	1678	1749	1646	1593	1785	1735.3
Average Wait Time	:25	:21	:19	:23	:25	:35	:29	:26	:21	:20	:24	:29	:24.75
Maximum Wait Time	0:11:05	0:09:30	0:14:56	0:10:15	0:18:12	0:13:00	0:21:34	0:14:15	0:11:09	0:17:30	0:09:58	0:12:06	0:13:38

AGENDA ITEM NO.
VIII. A. 6

REAL ESTATE BOARD
ADMINISTRATIVE SERVICES DIVISION REPORT
August 3, 2026

Business & Human Resources Services Manager: Reba Dunnington
Program Analyst: Rus Putintsev
Accountant: Caty Karayel

Section Overview
The Administrative Services Division serves as the foundation of the Agency's operations by providing comprehensive support in accounting, purchasing and contracting, inventory control, facilities, payroll, human resources, special projects, information technology (IT), and performance management.
The team is comprised of three staff who are subject matter experts in their respective fields.

Personnel
Staffing levels at the Oregon Real Estate Agency have remained steady at 29 employees since our reduction in force event last Spring, and with a recent resignation it brings us down to 28 employees.

In July of 2027, the state is changing the cadence in which employees are paid, transitioning from a monthly pay model to bi-weekly paychecks. This is a statewide initiative and will significantly impact the way all employees and managers submit and approve time. In preparation, the state's Chief Human Resources Office is providing training, resources and frequent communication to support a smooth transition. Reba Dunnington is designated as the agency's liaison with the CHRO on this project and will continue to provide updates and assist with the agency's transition.

Required Training
The 2026 required trainings are assigned to all Board Members and Employees in Workday. This year State employees are required to complete *Immigration* training in addition to the usual *Preventing Discrimination and Harassment*, and the *Annual Information Security Training*, (boards and commissions are exempt from the *Immigration* training). Current training completion rates are, agency employees at 71% and the Board at 33% complete. All required training is due by the end of the year, December 31, 2026.

Board Member Information
Workday log in issues are common; your username is your OR# (*ORXXXXXXX)* and you must have a Multi Factor Authentication app (MFA) downloaded on a smart phone and synched to access Workday. Passwords expire every 90 days, it's important to set up your security questions so that you can recover/reset your own password when expired. If you have trouble with your password reset, you can reach out to Reba Dunnington reba.r.dunnington@rea.oregon.gov , and she will reset it for you. If you get a new cell phone, you will always need to **reset your MFA**, please reach out to Reba and she can help you with this. The Workday job aide is included in the **June** board packet for more information, please keep this handy.

Workday web address: https://wd5.myworkday.com/wday/authgwy/oregon/login.htmld.

Program Analyst Update
Our Program Analyst Rus continues to devote most of his time working with the project team and vendor on the eLicense system build and replacement project. We have placed him in an elevated role to take over for the Project Manager while they are out on leave.
Accounting Update

The division continues to progress with an ongoing review of internal accounting policies to ensure compliance with the updated Oregon Accounting Manual. This project requires multiple reviews and approvals, it is anticipated to be completed by the end of the year 2026 (Dec 31, 2026). The division is also seeking to improve and update existing accounting processes related to document storage and retention to better align with statewide practices and storage capacity.

Upon completion of June 2026, projected revenue for the 2025-2027 biennium is **$9.9 million**. Projected expenses are **$14.2 million** and **14.1%** under the expenditure limitation granted in the Legislative Budget of **$16.3 million. Two million** in expenditure limitation is reserved for payment of the eLicense replacement system in the 2025-2027 biennium. The anticipated ending cash balance is **$2.1 million** and represents approximately 4 months of operating expenses.

Real Estate Agency - AY27

2025-2027 Budget - Biennium to Date Through June 30th 2027

Budget Codes		25-2027 LAB	Expected Total Expenditures for Biennium (current)	Expected Remaining Limitation at end of Biennium	Percentage
	Total Personal Services	**9,814,085**	**9,510,352**	**303,733**	**3.09%**
4100 & 4125	In-State Travel & Out-of-StateTravel	63,650	25,086	38,564	60.59%
4150	Employee Training	41,895	17,176	24,719	59.00%
4175	Office Expenses	61,467	38,433	23,034	37.47%
4200	Telecom/Tech Services & Support	73,181	69,909	3,272	4.47%
4225	State Government Services	867,289	1,021,249	(153,960)	-17.75%
4250	Data Processing	123,774	105,655	18,119	14.64%
4275	Publicity & Publications	17,301	262	17,039	98.49%
4300 & 4315	Professional Services & IT Professional Services	309,421	659,564	(350,143)	-113.16%
4325	Attorney General Legal Fees	495,602	242,560	253,042	51.06%
4375	Employee Recruitment	8,774	0	8,774	100.00%
4400	Dues & Subscriptions	10,843	8,119	2,724	25.13%
4425	Facilities Rent & Taxes	288,334	169,909	118,425	41.07%
4475	Facilities Maintenance	5,117	0	5,117	100.00%
4575	Agency Program Related S&S	1,864,786	983,314	881,472	47.27%
4650	Other Services & Supplies	5,524	170,513	(164,989)	-2986.77%
4700	Expendable Property $250-$5000	33,008	40,784	(7,776)	-23.56%
4715	IT Expendable Property	115,931	46,054	69,877	60.27%
	Total Services & Supplies	**4,385,897**	**3,598,588**	**787,309**	17.95%
5550	Data Processing Software	2,084,000	2,084,000	0	0.00%
	Total Capital Outlay	**2,084,000**	**2,084,000**	**0**	0.00%
	Totals	**16,283,982**	**15,192,940**	**1,091,042**	6.70%