



**Minutes of  
THE FLORIDA REAL ESTATE COMMISSION  
December 18, 2002  
Meeting**

Chairman Matey Veissi, called the meeting of the Florida Real Estate Commission to order, at approximately 8:40 a.m., at Division of Real Estate Headquarters, Orlando, Florida.

The Chair introduced the Commissioners and its legal counsel. The following Commission members were in attendance: Matey H. Veissi, Chairman, Carlos Valdes, Vice-Chairman; Poul Hornsleth, Noel McDonell and Guy Sanchez, Jr. The Chair declared a quorum present. Tina Richardson was absent. Daniel Villazon appeared as counsel for the Commission.

Division of Real Estate staff present at the meeting: Buddy Johnson, Director, Jack Hisey, Deputy Director; Kathleen Koeberich, Bureau Chief of Enforcement; Fred Clanton, Investigative Supervisor; Nancy Campiglia, Chief Attorney; Chris DeCosta, James Harwood, Stacy Robinson Pierce, Sven Smith and Joseph Solla, Prosecutors; JoEllen Peacock, Education Coordinator, Jeannie Adkinson, Regulatory Specialist II; and Jocelyn Pomales, Regulatory Specialist I and Matthew Fuller, acting Regulatory Supervisor/Consultant. American Court Reporting Service (407-324-4290) provided court reporter services.

**Commission Business**

**Approval of the Minutes**

Upon Commissioner McDonnell's motion and Commissioner Sanchez's second, the Commission unanimously approved the minutes of the November 20, 2002 meeting, as amended, by adding that it had approved the Minutes of the October 16, 2002, meeting as written.

**Summary of Applicants--Bureau of Licensing**

The Commission considered the Summary of Applicants Consent Agendas, at approximately 8:41 a.m., requiring no appearance from Consent Agenda #1, and nine from Consent Agenda #2, otherwise unanimously approving the applicants on the respective consent agendas. Jeannie Adkinson, Regulatory Specialist II, presented the Summary of Applicants requesting to sit for the real estate examination. The Commission's orders on these matters are attached and hereto and made a part of these minutes.

**Director's Remarks**

Director Buddy Johnson requested the Commission ratify the reinstatement of Diana Clay White and Julian E. Massler, who have met the requirements for reinstatement. The Commission

ratified the action by general consent. Next, Director Johnson requested the approval of the meeting dates for the 2003 calendar year. Upon Commissioner McDonnel's motion and Commissioner Valdes' second, the Commission adopted the January meeting date. It will take up the balance of the dates at its next regularly scheduled meeting.

In addition, the Director made the following announcements:

- 1) Chapter 475, Florida Statutes, Update. The Secretary committed to a Chapter 475 rewrite from the very beginning of her tenure here at DBPR. We have committed to working with you actively at this time. We urge to give us your feedback according to the timeline I distributed at last month's meeting. We want to work with everyone involved to ensure that we have a good comprehensive rewrite. We will be responsible for putting all of your feedback into bill form and giving back to you for review.
- 2) Association Executives Training. On October 29, we conducted a training of several FAR association executives at the DRE headquarters. This was mutually beneficial in our effort to provide excellent service and to listen to our constituents' concerns and feedback regarding LicenseEase. We will continue our marketing of the online capabilities of LicenseEase at the winter F.A.R. meeting, on January 17, 2003, 2:30-4:00 p.m., at the Wyndham Palace Resort, at Lake Buena Vista.
- 3) Customer Contact Center Update:
  - For the week ending 12/13/2002, Customer Contact Center agents responded to and assisted over 13,029 callers.
  - Out of this number, 2,479 calls were real estate related and approximately 13% were transferred for additional assistance to a subject matter expert in the Tier N.
  - Currently, the Customer Contact Center is answering 85% of calls within 5 minutes.
  - Volume at the Customer Contact Center is higher than anticipated so the Department is increasing staffing immediately. The IVR (self serve) usage is at 40%.
- 4) Financial Report. Quarterly report was presented last month. Please give Chairman Veissi information on the sweep, *i.e.* the contribution numbers result from a percentage of the various interest income generators.
- 5) Investigative Report. The improved report will be effective in January 2003. Also, interviews for the Miami and Gainesville positions are going well with more than 25 applicants for interviews.
- 6) Rulemaking. The FREC will hold a Distance Education task force meeting on January 6, which Commissioner Sanchez will chair, for the purpose of proposing guidelines for pre, post and reactivation rules.
- 7) Education. Education Coordinator JoEllen Peacock gave a brief recap of her and Attorney Campiglia's meeting with Education and Testing staff, Chris Workman and George Ayrish.
- 8) Central Intake Unit Report. Distributed the report of licenses at DRE, at Commissioner Veissi's request.

The Chair requested, and the Commission adopted, by general consent, that all speakers and matters on the agenda must be brought to the Commissioner's attention no later than seven days prior to the relevant meeting. In addition, the Commission requested, by general consent, that Director Johnson provide the numbers relating to the Division's Budget at the January Meeting.

**General Correspondence and Commission Related Issues–Daniel Villazon, Esquire**

Attorney Villazon presented correspondence from: George Lampropoulos. Commissioner McDonell's moved and Commissioner Valdes' seconded for the Commission to recommend that the Secretary respond and advise the writer that he may want to seek legislative support for a bill on the matter. The motion carried, unanimously.

**Legal Matters**

At approximately 1:45 p.m., the Commission took up the Legal Agenda, consisting of 20 items. It heard 14 items and continued 6. The Commission's decisions on these matters are attached to the official minutes.

Upon recommendation of the Legal Section, the Commission unanimously issued 110 Escrow Disbursement Orders (EDO) and 18 Orders of Denial. A list of the Orders is attached to the official minutes. The Commission considered 7 requests for disbursement from the Recovery Fund; the Commission's decisions on these matters are attached to the official minutes.

There being no further business and no objection, the Chair adjourned the meeting at approximately 4:30 p.m. The next general meeting of the Florida Real Estate Commission is scheduled for January 15, 2003, at Division Headquarters in Orlando, Florida.

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Matey Veissi  
Chairman

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Buddy Johnson  
Division Director

Respectfully submitted:

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Nancy P. Campiglia  
Chief Real Estate Attorney