

Chairman Matey Veissi reconvened the meeting of the Florida Real Estate Commission to order, at approximately 8:30 a.m., at the Division of Real Estate Headquarters, Orlando, Florida, on this 20th day of August 2003.

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

Division of Real Estate staff present at the meeting: Jason Steele, Director; Keith Chapman, Deputy Director; Juana C. Watkins, Chief Attorney; Kathleen Koeberich, Bureau Chief, JoEllen Peacock, Education Coordinator; Chris DeCosta, James Harwood, Sven Smith and Joseph Solla, Prosecutors; Fred Clanton, David Guerdan and Brian Piper, Investigator Supervisors; Lori Crawford, Regulatory Supervisor/Consultant. American Court Reporting Service (407-324-4290) provided court reporter services.

Chairman Veissi introduced Secretary Diane Carr and Deputy Secretary Lianne Acebo. Also present from the Department was Ken Walling, Mike Murphy and Ken Oliver.

Secretary Carr stated that it was her pleasure to be attending the meeting today. She reported that the Department had a very good legislative session and that she had the opportunity worked closely with the Realtors during the rewrite of Chapter 475. Secretary Carr affirmed that the Department is serious in working to improve customer service. The Secretary asked Deputy Secretary Acebo to introduce the Department's Bureau Chief's to provide an overview of their respective area of specialty and who work with the Commission, the Division and stakeholders.

First, Deputy Secretary Acebo introduced Ken Walling, Bureau Chief of the Customer Contact Center. Mr. Walling presented an overview of the business processes of the Customer Contact Center briefly explaining the changes made and the benefits of the consolidation of services. Mr. Walling ended his presentation stating that the Customer Contact Center is dedicated to providing quality customer service in a prompt and courteous manner to all license holders and general public of this State.

Second, Deputy Secretary Acebo introduced Michael Murphy, Bureau Chief of Central Intake & Licensure. Mr. Murphy gave an overview of the business process of Central Intake & Licensure welcoming questions from the Commission. The Commissioners addressed several issues with which they had concerns particularly the matter of computer-based testing. Secretary Carr stated that the computer-based testing is a very sensitive and important subject and affirms that the Department has made this an extremely high priority. The Secretary reported that in the process of litigation the Department made a very compelling case and is waiting for the judge's decision. Deputy Secretary Acebo added that in the interim paper-based examinations are being implemented and that 10,000 examinations have been scheduled since implementation. Finally, in response to comments from the Commission regarding the Department's on-line application, Mr. Murphy assured the Commission that the Department continually works to ensure that the on-line forms are very user-friendly for the customers.

Next, Deputy Secretary Acebo introduced Ken Oliver, Bureau Chief of Finance and Accounting. Mr. Oliver presented an overview of the budget explaining briefly the quarterly report ending March 2003, the various accounts and incurred expenses. Mr. Oliver stated that the Department would finalize the 2002/2003 fiscal-year reports by September. Mr. Oliver addressed several questions from the Commission.

Last, Deputy Secretary Acebo introduced Kathleen Koeberich, Bureau Chief of Enforcement. Ms. Koeberich gave a brief overview of the business processes and changes in Compliance. Ms. Koeberich stated that the Division has set up a new training program for investigators and has hired four new investigators.

The Commissioners thanked Secretary Carr and her staff for attending the meeting expressing their appreciation for the Department's interest in their concerns.

Legal Matters continued

Chief Attorney Juana C. Watkins announced that the legal section is fully staffed welcoming the Division's latest addition, Senior Attorney Jason Holtz.

Senior Attorney Joseph Solla presented Recovery Fund Claim styled Loch v. Sheffield, Case Number 2001012357. Commissioner McDonell moved, and Commissioner Sanchez seconded, the approval of payment from the recovery fund in the amount of \$11,928.31. The motion carried, unanimously.

At approximately 10:30 a.m., the Commission took up the Legal Agenda, consisting of 47 items. It heard 24 items and continued 23. The Commission's decisions on these matters are attached to the official minutes.

Unfinished Business

Chairman Veissi presented a Resolution for Thomas P. Mills (deceased). Commissioner Sanchez moved to approve; Commissioner McDonell seconded. Motion carried unanimously.

New Business

Chairman Veissi reported on the Rule Task Force meeting held August 19, 2003, which was scheduled to determine which rules were affected by the recent statutory changes and would require publication for rule development.

Chairman Veissi appointed Commissioners Noel McDonell, Poul Hornsleth, and Guy Sanchez to serve on the Legislative Task Force to work with the Department and the Legislative Liaison to determine what technical changes are necessary. Mr. Villazon stated that the Task Force would bring their concerns or questions to Director Steele and he would relay the information to the liaison. Secretary Carr added that the Department is aware of the technical changes, which have been relayed to the Division of Statutory Revision, and they have agreed to file a reviser's bill.

FREC Counsel Daniel Villazon stated that with the Commission's permission, he would answer the incoming correspondence and refer the individuals to the appropriate statutes, rules or information.

Director Steele requested the Commission ratify the reinstatement of James C. Kramer, William T. Fulton, James E. Macon, Brian Todd Spaulding, Ramon A. Waldrop and Pamela Whitaker, who have met the requirements for reinstatement. The Commission ratified the action unanimously.

Director Steele informed the Commission that the Division would be conducting an Instructor's Seminar Friday, August 22, 2003, in Kissimmee.

Last, Director Steele expressed his pleasure that Secretary Carr and her staff attended the meeting. Chairman Veissi again expressed the Commission's appreciation.

Chairman Veissi inquired if the Department would be running advertisements on cable television relating to unlicensed activity. Deputy Secretary Acebo stated that the Department has in the past and is planning to run the unlicensed activity advertisements again this year and added that Department is evaluating the campaign to ensure the maximum effectiveness of the advertisements.

There being no further business and no objection, the Chair adjourned the meeting at approximately 3:10 p.m. The next general meeting of the Florida Real Estate Commission is scheduled for September 16 and 17, 2003, at Division Headquarters in Orlando, Florida.

Matey Veissi
Chairman

Jason Steele
Division Director

Respectfully submitted:

Lori Crawford
Deputy Clerk