

1 STATE OF ALASKA
2 DEPARTMENT OF COMMERCE, COMMUNITY & ECONOMIC DEVELOPMENT
3 DIVISION OF CORPORATIONS, BUSINESS AND PROFESSIONAL LICENSING
4

5 REAL ESTATE COMMISSION
6 Property Management Teleconference
7 MEETING MINUTES
8

9 February 20, 2020
10

11 By authority of AS 08.01.070(2), and in compliance with the provisions of AS 44.62, Article 6, a
12 scheduled teleconference meeting of the Real Estate Commission Property Management
13 Committee was held February 20, 2020, at the State of Alaska Atwood Building, 550 W. 7th
14 Avenue, Suite 1550, Anchorage, Alaska.
15

16 **Thursday, February 20, 2020**

17 **Agenda Item 1 - Call to Order**

18 Chair, Cassandra Taggart called the meeting to order at 10:01 a.m.
19

20 Roll Call – 1(a)

21 Attendees present:

22 Cassandra Taggart, Broker, Real Property Management Last Frontier, Anchorage
23 Brent Sanders, Broker, Nova Property Management, Anchorage
24 Evelyn Luna, Salesperson, Nova Property Management, Anchorage
25 Eric Ritner, Broker, Real Solutions of AK, LLC, Anchorage
26

27 Attendees present via ZOOM:

28 Tracy Scott, Associate Broker, Real Solutions of AK, LLC, Anchorage
29 Michael Wight, Associate Broker, Buyer's Real Estate Property Management, Anchorage
30 David Pruhs, Commission Member, Broker, Pruhs Real Estate Group, Fairbanks
31 Diane Baker
32

33 Staff Present:

34 Nancy Harris, Acting Executive Administrator
35
36

37 Approval of Agenda- 1(a)

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39 **On a motion duly made by, Ms. Taggart, seconded by Mr. Riker, it was unanimously,**
40
41 **RESOLVED to approve the meeting agenda.**
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43

44 Approval of December 13, 2019 meeting minutes- 1(b)

45
46 **On a motion duly made by, Ms. Taggart, seconded by Mr. Riker, it was unanimously,**
47
48 **RESOLVED to approve the December 13, 2019 meeting minutes as presented**
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50

51 **Agenda Item 2 – Public Comments**

52 There were no public comments.
53
54

55 **Agenda Item 3 – Summary of Mission Statement**

56 Ms. Taggart stated the mission statement.

57
58 Licensed property and association managers be well informed, educated and supportive of real
59 estate needs for Alaskans.

60
61

62 **Agenda Item 4 – Summary of Top 5 Goals**

63 Ms. Taggart stated the top 5 goals as a summary.

- 64
- 65 1. Clarity and best practices on security deposits and management of client accounts.
 - 66 2. Advocacy for education of all property and association management.
 - 67 3. Audit of Alaska of Real Estate Property Management and Association regulations to bring
68 up the standards to today's practice.
69 (AAC 64.64.550, 550, 570).
 - 70 4. Research what other states have done in Property Management and Association
71 Management especially through ARELLO and Florida.
 - 72 5. Connecting property and association management resources to the public.
- 73
74

75 **Agenda Item 5 – Investigator provide summary**

76 Ms. Taggart said she invited the REC investigator, Shyla Consalo, for a quick summary on the top
77 types of phone calls and written complaints she receives so that we know what the issues are
78 from the public's perspective.

79
80 Ms. Consalo said regards to property management she has received a lot of non- jurisdictional
81 phone calls in landlord tenant and HOA's which has decreased since she has gotten the word out
82 through her trainings sessions and has clarified jurisdictional and non-jurisdictional with the
83 Commission and what avenues they have to resolve their current issues. She said she is now
84 receiving more complaints from actual owners regarding not receiving their documents, financials
85 in a timely manner, billing (receiving incorrect invoices), not receiving their rents in a timely
86 manner, and misuse of funds and/or not having the funds deposited into a trust account and
87 properly accounting of those funds.

88
89

90 **Agenda Item 6 – Administrator Update**

91 Ms. Harris said that there is a place on the REC for best practices and can add there. She said
92 the format of the webpage cannot change but we can find a place either on side tool bar with a
93 page with links to other things are related.

94
95

96 **Agenda Item 7 – Best Practice Update**

97 Ms. Harris said that the committee would present their best practices to the Commission for
98 consideration to be placed on the REC website.

99

100 Ms. Taggart said that one way that we as a group can get information out to the public and
101 trainers is through creating best practices and present that to AREC for review, amend and/or
102 approval to be placed on the REC website.

103
104

105 **Agenda Item 8 – Respond to Education Committee**

106 Ms. Taggart said that the education committee requested an opinion on what is the top topic for
107 property management that they should consider when they are trying to divvy up the education

108 credits.

109 Committee members discussed what their top property management issues and determined their
110 top topics for the education committee.

- 111
- 112 1. Trusts, security deposits, reporting
- 113 2. Fair Housing ADA
- 114 3. Contracts, management and lease, what should be in those contracts
- 115

116 **On a motion duly made by Ms. Baker, seconded by Mr. Riker, it was unanimously,**

117
118 **RESOLVED to create and send a memo to the education committee and the**
119 **AREC that indicates the top three topics of trust accounts, Federal Housing,**
120 **and Contracts with additional details underneath it to be security deposits,**
121 **reports, managers and lease contracts.**
122

123
124 **Agenda Item 9 – Discussion & Brain Storm on concern with Goal #1**

125 Goal #1 is Clarity and best practices on security deposits and management of client accounts.
126 Approved to start a first draft for best practices and present for edits upon next meeting.
127

- 128 1. Security deposit handling
- 129
- 130

131 **Agenda Item 10 – Discussion & Brain Storm Goal #2 on what is available in AK**

132 Goal # 2 is Advocacy for education of all property and association management.
133

- 134 1. IREM (Institute of Real Estate Management)
 - 135 a. Certificates & Alaska CE Credit(s) classes might be offered
 - 136 b. Local Alaska Chapter
 - 137 c. <https://www.irem.org/>
- 138 2. Alaska Legal Corporation
 - 139 a. Local Alaskan Lawyers; Also, federally funded for Fair Housing
 - 140 b. Offers Help Line and Public Classes & Alaska CE Credit(s) classes might be
141 offered
 - 142 c. <https://www.alsc-law.org/legal-clinics/>
- 143 3. NARPM (National Association of Residential Property Managers)
 - 144 a. Certificates Offered
 - 145 b. (<https://www.narpm.org/>)
- 146 4. 211 (<http://211.org/>)
 - 147 a. A United Way Program that provides a public phone number to connect public to
148 resources for available housing funds and training resources for
149 Tenants/Landlords/HOA in local communities.
- 150 5. Weidner Property Management at University of Alaska Anchorage
 - 151 a. Provides formal education with emphasis in Property Management
 - 152 b. May have classes that are Alaska CE Credit(s) classes might be offered to Public
153 and Student in the program.
 - 154 c. (<https://business.uaa.alaska.edu/property-management/>)
- 155 6. Alaska Housing Finance Corporation
 - 156 a. Real Estate Classes for professional(s) and included a “Landlord Class”
 - 157 b. Alaska CE Credit(s) classes might be offered
 - 158 c. <https://www.ahfc.us/pros> and / or call 907.330.6100
- 159 7. CAM (Community Association Management)
 - 160 a. Association Certificate Training

- 161 b. Alaska CE Credit(s) classes might be offered
162 c. <https://communityassociationmanagement.com/>
163 8. CAI (Community Association Institute)
164 a. Association Certification Training
165 b. Local Alaska Chapter
166 c. <https://www.caionline.org/pages/default.aspx>
167 9. NAR (National Apartment Association)
168 a. Certificate Training
169 b. <https://www.naahq.org/>
170 10. AREC (Alaska Real Estate Commission)
171 a. Alaskan Certified Trainers - There are trainers that now offer classes with an
172 emphasis in property management.
173 b. <https://www.commerce.alaska.gov/cbp/ContinuingEducation/Sponsor/SearchCourse>
174 e
175 11. Weidner Property Management at University of Alaska Anchorage
176 a. <https://business.uaa.alaska.edu/property-management/>
177 12. Alaska Housing Finance Corporation
178 a. <https://www.ahfc.us/pros>
179 13. CAM (Community Association Management)
180 a. <https://communityassociationmanagement.com/>
181 14. CAI (Community Association Institute)
182 a. <https://www.caionline.org/pages/default.aspx>

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184
185 **Agenda Item 11 – Report on Goal #4 has been created**

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187
188 **Agenda Item 12 – Adjourn**

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190 **On a motion duly made by Ms. Taggart, seconded by Mr. Riker, it was unanimously,**


191 **RESOLVED to adjourn.**

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193 **All in favor; Motion passed.**

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195
196 **Meeting adjourned at 11:06 a.m.**

197
198 Prepared and submitted by:
199 Real Estate Commission Staff

200
201 Approved:

202
203 
204 _____
205 Kasandra Taggart, Chair
206 REC Property Management Committee

207 Date: **05-27-20**
208 _____