

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 August 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 August 20, 2020, at the State of Alaska Atwood Building, 550 W. 7<sup>th</sup> Avenue,  
14 Suite 1550, Anchorage, Alaska.  
15

16  
17 **Thursday, August 20, 2020**

18 **Agenda Item 1 – Call to Order**

19 Chair, Cassandra Taggart, called the meeting to order at 12:06 p.m.  
20

21 Attendees present via ZOOM:

22 Cassandra Taggart, Broker, Real Property Management Last Frontier, Anchorage  
23 Terry Fields, Broker, Fields Real Estate, Wasilla & Professor, University of Alaska, Anchorage  
24 Diane Byker, Salesperson, Re/Max Dynamic Properties, Anchorage  
25 Toni Brewer, Salesperson, NextHome Arctic Sun, Fairbanks  
26 Chavonne Cutright, Associate Broker, Re/Max Dynamic of the Valley, Palmer  
27 Yvette Belisle, Associate Broker, Realty One Group Aurora, Anchorage  
28 Julie Wrigley, Professor, University of Alaska, Anchorage  
29 Maria Celli, Alaska Housing Finance Corporation  
30 Maude Morse, Alaska Housing Finance Corporation  
31 Joe Notetaker  
32

33 Staff Present:

34 Shyla Consalo, Executive Administrator  
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37 **Agenda Item 2 – Approval of Agenda**

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39 **On a motion duly made by, Ms. Byker, seconded by Mr. Fields, it was,**

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41 **RESOLVED to approve the meeting agenda.**  
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44 **Agenda Item 3 – Approval of May 21, 2020 Meeting Minutes**

45  
46 **On a motion duly made by, Ms. Byker, seconded by Ms. Brewer, it was,**

47  
48 **RESOLVED to approve the May 21, 2020 meeting minutes as presented.**  
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51 **Agenda Item 4 – Public Comment**

52 There was one written public comment submitted via email for Committee review. The email was  
53 submitted by a member of the public, Jenny Weissaupt, regarding a template/tool on COVID

54 disclosure for in-person showings of rental units. Ms. Taggart asked everyone to read the email  
55 and provide additional comments, if applicable. The email read:

56  
57 Good morning,

58  
59 The coronavirus/COVID-19 is presenting health and safety issues that landlords and tenants must  
60 navigate that were not typically addressed in standard rental agreement verbiage. Some cities  
61 and states released mandates, websites or downloadable leaflets for best practice guidance,  
62 sometimes directed only to real estate brokers, other times for private rentals. This includes  
63 providing example verbiage for new leases that pertains to infectious disease protocols. Alaska  
64 has not done so yet.

65  
66 After contacting multiple parties including speaking to an attorney named Connor on the landlord-  
67 tenant hotline last night, I took the COVID-19 disclosure being used statewide by real estate  
68 brokers, and modified it for occupied private rental units. I thought that localities, and various  
69 agencies related to housing might consider having this document or a variation thereof as a tool  
70 that could be downloaded by a landlord or tenant.

71  
72 I did a lot of research on this topic and I will forward examples of resources from other locations  
73 upon request. What I am not addressing are any legal requirements or ramifications to in-person  
74 showings. I simply wanted to provide a tool that reminds landlords and prospective tenants of best  
75 practice to mitigate risk to current tenants, who do not appear to be protected by standard lease  
76 language or the Alaska Landlord & Tenant Act at this time.

77  
78 Please let me know if there is anything I can do to further the idea of having this document made  
79 publicly available.

80  
81 Sincerely,

82  
83 Jenny Weisshaupt

84  
85 Ms. Brewer asked if Ms. Weisshaupt was just trying to ask what licensees are currently doing to  
86 protect the tenants during showings or inspections.

87  
88 Ms. Taggart stated the intent was very vague, and she thinks Ms. Weisshaupt was trying to  
89 spread awareness and bring it to the Commission's attention; however, the issue is more of a  
90 Department of Law matter under the Landlord Tenant Act than it is a matter for the Commission.  
91 Ms. Taggart wanted to make the documents a part of the record for discussion.

92  
93 Ms. Brewer stated, in her office, they do ask specific questions to the people who are in the unit  
94 and to the licensee/individual who's visiting the unit. However, they've also been doing a lot of  
95 FaceTime, and a lot of videos where potential customers will view the video first. If, after viewing  
96 the video, the customer insists on needing to see the property, then they will show the unit to  
97 them after requiring them to wear a mask and sign their release. They also don't allow children to  
98 attend viewings. Ms. Brewer further stated that licensees have been doing their due diligence  
99 since COVID started, and it's been going on for a while now, so she thinks most companies have  
100 similar policies/protocols in place to deal with in-person showings.

101  
102 There were no other public comments.

103  
104  
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106 **Agenda Item 5 – Summary of Mission Statement & Top 5 Goals**

107 Ms. Taggart stated the mission statement:

108 Licensed property and association managers be well informed, educated, and supportive  
109 of real estate needs for Alaskans.

110  
111 Ms. Taggart stated the top 5 goals as a summary:

- 112 1. Clarity and best practices on security deposits and management of client accounts.
- 113 2. Advocacy for education of all property and association management.
- 114 3. Audit of Alaska of real estate property management and association regulations to bring  
115 up the standards to today's practice. (12 AAC 64.550 - 580).
- 116 4. Research what other states have done in property management and association  
117 management, specifically through ARELLO and Florida.
- 118 5. Connecting property and association management resources to the public.

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120  
121 **Agenda Item 6 – Review Goal #1 – Best Practice**

122 **Agenda Item 6(a) – Reporting**

123 Goal #1 is to create clarity and best practices on security deposits and management of client  
124 accounts.

125  
126 Ms. Taggart stated the first document being reviewed is best practices regarding Property  
127 Management Reporting. Ms. Taggart explained the best practice document is regarding generally  
128 accepted practices in the property management industry around the topic of Property  
129 Management Reporting for any or all parties involved in property management contracts. Ms.  
130 Taggart suggested the best way to review the document would be to go through each section  
131 individually and work through any suggestions or edits there may be. The goal is to see if there's  
132 enough put together to get an approval through the Committee, to provide to the Commission for  
133 consideration at their next meeting in September.

134  
135 Ms. Taggart started with the statute and regulation reference section. There were no suggested  
136 changes to be made to this section.

137  
138 Ms. Taggart moved to the Purpose and Disclosure sections. There was a change made to the  
139 wording within the Purpose section for better clarity. There were no suggested changes to the  
140 Disclosure section.

141  
142 Ms. Taggart moved on to the Broker Policy Handbook section. She explained this section's  
143 purpose is to encourage the Broker to consider things to address within their brokerage to avoid  
144 potential problems, complaints, and challenges. Each subsection was looked at and worked  
145 through individually:

- 146 a. There was a change made to the wording of this subsection for better clarity.
  - 147 b. Additional examples were added to include a broader list of property management  
148 services Brokers should be considering.
  - 149 c. There was a change made to the wording of this subsection for better clarity.
  - 150 d. The language "owner" was changed to "client" to better suit all types of property  
151 management.
  - 152 e. There was a change made to the wording of this subsection for better clarity.
  - 153 f. There were no suggested changes to this section.
  - 154 g. Additional examples were added to include a broader list of third-party services Brokers  
155 should be considering.
- 156  
157

158 Ms. Taggart moved on to the Management & Leasing Contract section. She explained this  
159 section's purpose is to provide guidance regarding reporting of information within the  
160 management and leasing contract. Each subsection of this section was looked at and worked  
161 through individually:

- 162 a. There were no suggested changes to this section.
- 163 b. There were no suggested changes to this section.
- 164 c. There were no suggested changes to this section.
- 165 d. There were no suggested changes to this section.
- 166 e. There were no suggested changes to this section.
- 167 f. There were no suggested changes to this section.
- 168 g. There were no suggested changes to this section.
- 169 h. There were no suggested changes to this section.

170

171 Ms. Taggart moved on to the Types of Report/Data section. She explained this section's purpose  
172 is to provide guidance on defining different types of reports and data for disclosure within the  
173 different types of property management. Each subsection of this section was looked at and  
174 worked through individually:

- 175 a. There were no suggested changes to this section.
- 176 b. There were no suggested changes to this section.
- 177 c. There were no suggested changes to this section.
- 178 d. There was a change made to the grammatical aspects of this subsection for better  
179 clarity.

180

181 Ms. Taggart moved on to the last portion of the document, the Definitions section. Ms. Taggart  
182 explained this section was recommended to provide clarity on some of the terms used throughout  
183 the document. Each subsection of this section was looked at and worked through individually:

- 184 a. There were no suggested changes to this section.
- 185 b. There was a change made to the wording of this subsection for better clarity.

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187 **On a motion duly made by, Ms. Brewer, it was,**

188

189 **RESOLVED to approve the best practice document on Property Management**  
190 **Reporting as amended, and submit to the Commission for consideration at**  
191 **their September meeting.**

192

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

194

195 Agenda Item 6(b) – Contracts and Disclosures

196 **On a motion duly made by, Ms. Cutright, it was,**

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198 **RESOLVED to suspend this item until the next meeting.**

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

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203 **Agenda Item 7 – Adjourn**

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205 **On a motion duly made by Ms. Byker, seconded by Ms. Brewer, it was,**

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207 **RESOLVED to adjourn.**

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209 **Meeting adjourned at 1:19 p.m.**

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Prepared and submitted by:  
Real Estate Commission Staff

Approved:

*Kassandra Taggart*

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Kassandra Taggart, Chair  
REC Property Management Committee

Date: 11/3/20