

TEXAS



REAL ESTATE COMMISSION

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TREC and TALCB Schedule Strategic Plan Input Meetings

License holders and the public are encouraged to participate in this important process either in person at one of the scheduled meetings, or via a survey on the agency's websites.

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Austin, TX – The Texas Real Estate Commission and the Texas Appraiser Licensing & Certification Board are pleased to announce our biennial strategic planning listening tour. License holders and the public are invited to participate in the agency's preparation of its 2015-2019 Strategic Plan by offering input at one of the following sessions:

San Angelo Association of REALTORS
1902 Pecos Street
San Angelo, TX 76901

March 5th at 5:30pm

Arlington Board of REALTORS
3916 West Interstate 20
Arlington, TX 76017

March 7th at 9am

San Antonio Board of REALTORS
9110 W IH10
San Antonio, TX 78230

March 12th at 10am

Houston Association of REALTORS
3693 Southwest Freeway
Houston, TX 77027

March 13th at 11am

El Paso Board of REALTORS
6400 Gateway Boulevard East
El Paso, TX 79905

March 17th at 10am

Austin Board of REALTORS
10900 Stonelake Blvd., Ste. 100-A
Austin, TX 78759

March 26th at 10am

The purpose of these two-hour meetings will be to help guide the Commission and Board members during the strategic planning process. The questions listed below will act as a guideline for discussion for this year's tour. These discussions are meant to be an open forum to gain insight on the needs and preferences of license holders and the public. If you are unable to attend, feel free to submit your comments via our websites www.trec.texas.gov or www.talcb.texas.gov and clicking on the strategic plan link under "Hot Topics" on the home page.

License Holders

Have the broker responsibility course, rules and license requirements made a positive difference? Could these classes be taught by commissioners or senior TREC staff? Should certain instructors be required to complete an Instructor Prep Course to improve teaching quality? Should content retention be tested? Should the requirements for “distance education certification” apply to all non-classroom courses?

Does the registration and regulation of Appraisal Management Companies serve to reduce friction and pressure between these mortgage lender intermediaries and the appraiser? What is your experience? Are there barriers to entry into the appraiser profession that the Board could address?

Does current continuing education for real estate/appraisers/inspectors meet your needs? What specific education topics would be most beneficial for your license type? Are CE hours sufficient? Should education or training sessions for agents that are required by a broker qualify for CE credit?

How can we streamline the application and renewal process to serve you better? How can we improve our services to help you to better track and manage your requirements?

All

In the last few years, what changes – positive or negative - have you noticed with the agency? How are we meeting your expectations? What three words would you use to describe the agency?

If you can choose one area that TREC needs to improve, what would it be? What one change would you suggest that the agency make? Any rule(s) you would like to see changed? Why?

What additional services do you think we should provide to you? What topics would you like the agency to address in our communications to you? Is an online “chat” capability important to you?

Are you aware that the agency answers phone calls from 7 AM to 6 PM each business day? Are you aware that license fees were reduced in 2013 due to SDSI status? Do you know that meetings are live-streamed over the web and that materials and video recordings are archived and indexed for viewing?

Consumers

What is your perception of the agency’s consumer protection responsibilities and do we meet them? What can we do to best protect consumers from “unscrupulous” or “negligent” agents?

How can we best reach consumers to inform them of our services? What information could we provide during the home buying process that would provide you with a more positive and informed experience?

Why would you choose NOT to use a real estate broker to buy or sell your home?

TREC and TALCB exists to safeguard the public interest and protect consumers of real estate services. In accord with state and federal laws, the agency oversees real estate brokerage, appraisal, inspection, home warranty, right of way, and timeshare interest providers. Through education, licensing and regulation, the agency ensures the availability of qualified and ethical service providers, thereby facilitating economic growth and opportunity across Texas. More information at: www.trec.texas.gov

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