

Barry, Ann (DPL)

From: Victoria Kelley
Sent: Tuesday, September 01, 2015 8:33 PM
To: Barry, Ann (DPL)
Subject: Public Forum Today

It was great to be able to attend this forum today. I hope there are more in the future and sorry that I may have missed them in the past.

I apologize for being long-winded, guess I lost track of time.

I would just like to reiterate some of my comments and suggestions today.

1. I truly believe that Broker's at the very least, should be required to take certain CE's and have a higher level of training in order to train their agents properly.
2. Having an on-line real estate class is very necessary for flexibility and ease of becoming licensing. Perhaps 20 hours of class and 20 hours of online work would be an idea.
3. I was a bit troubled when Mr. McDonough and Mr. Mullen discussed the Mass Mandatory form and not understanding the Facilitator and the function it serves. It's not the form that needs to be changed, it is the instructors who need to understand it better.
4. I was also question why neither Mr. McDonough or Mr. Mullen knew that there is an affiliation database online that anyone can look up to see who is working for which office. I made a suggestion that Broker's have the ability to go online and add or remove agents. Faxing and mailing don't seem to be an efficient process and I too have forgotten at times to remove and agent or add one. The fact the the Realtor Association doesn't know about it, is probably the reason why a fellow broker did not associate his agent(s) with his office for lack of knowledge.
5. The MLS is and does discriminate against those of us who are legally licensed and the Realtor Association advertise as such:

Why use a REALTOR®? All real estate licensees are not the same. Learn More >>
Brian Molisse, 2015 PASS President

This is an unfair and unreasonable advertising method. All Real Estate Licensees are the same, however, not all are ethical and moral or have enough training from their Brokers. As a former Realtor and as one who has done business with Realtors I can truly say they are NOT any more ethical or moral than any licensed agent out there. In fact, it is the opposite. There need to be more complaints filed rather than reporting them to the Realtors who handle it themselves. I will be filing a complaint regarding a Bait & Switch issue as well as unethical behavior of an office I have been dealing with, but, I cannot jeopardize the Buyer's position and therefore will wait until it either closes or she loses the deal. Those complaints should be reported to you (The Board). As I mentioned the Realtors and MLS treat all non-realtors differently and discriminate against us. I have an agent who is not on MLS and when she tries to show property they won't let her. I have filed a complaint with the US Government under the Sherman Anti-Trust laws. I did this about 1 year or so ago. I haven't heard anything but every so often, I follow up.

6. I believe that all schools should be graded as to their percentage of passing students. I have had students contact me and ask me if my classes were live. I have had them come to my class after they had been to another school who gave them videos to take home. I have had students come to my class who failed numerous times but I was recommended, and then later passed.

7. I mentioned the \$5000 Broker Bond and the \$20,000 School Bond, just a strange observation.

As you can tell, I could go on and on and on. Sorry, but I have so much to share and have discussed some of these with Mr. Autilio in the past. He was a great resource in answering my questions over the years. I hope your next Director will be as approachable and knowledgeable.

Thank you again for your time.

--
Victoria M. Kelley