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Date: February 13, 2018 at 10:27:16 PM AKST
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Subject: House Finance - HB 279 - Testimony
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This email is my written testimony in favor of letting the Real Estate Commission (Commission) expire. The Commission as structured does not provide transparency, and the consumer protection the public expects.

I filed a complaint with the Commission regarding the conduct of a real estate licensee on February 15, 2017. The Department of Commerce, Community, and Economic Development (DCCED) responded via email on behalf of the Commission on February 17, 2017. DCCED did not address my concerns regarding the conduct of the licensee. I was directed to the Department of Law, and I was advised to seek legal counsel, which I did. **I reluctantly filed a complaint with the Commission, and the Attorney General's office at the encouragement of concerned realtors, lawyers, and a former lawmaker.**

I am a former paralegal, and **I have profound respect for 'process,' and I believe the process failed.** I am also a former state employee who worked for the Hickel Administration, and Health and Social Services Commissioner Dr. Ted Mala. I was the face of HS&S. During my tenure with the State I helped Alaskans navigate the department, accepted their complaints, and followed up with Alaskans. I have a level of expectations of my state government to protect the public. My expectations were not met.

I expected transparency in regards to all licensee investigation, name of licensee, complaint summary, and decisions regarding disciplinary complaints e.g., Board of Nursing. I attended a Commission meeting in March of 2017, and there was no mention of my complaint. If there are complaints filed against a licensee, the process needs to be open and transparent. Unfortunately, a complaint filed with the **Commission is cloaked in secrecy, and I'm not sure how secrecy benefits the public.**

The Commission's website is not even current. The last Commission meeting minutes posted to the website are from July 2017, which is unacceptable. The Commission is unable to meet minimum expectations.

I recommend that the collection of fees be moved to the Department of Revenue, and let the DCCED continue investigating state licensees and let the Real Estate Commission expire. I would like to request additional funding enforcement. Not funding enforcement does not protect the public.

I do have a question. Why did Legislative Budget and Audit (LB&A) not survey state licensees? I have spoken with several real estate agents, brokers, and property managers who were not surveyed as part of this audit. The legislature needs to

survey licensees anonymously if the state is going to accept licensing fees from this cohort. The legislature does not know if this cohort is even being well served by the Commission.

There is no ill will towards anyone with my testimony. I offer this testimony in the spirit of consumer protection. Alaskans are making the largest purchases in their lifetime, and consumer protection should be taken seriously. I would like to remind members of House Finance of the ***Nine Sentenced in Alaska's Large Mortgage Fraud Investigation.*** (<http://bit.ly/2HeYFOz>). All defendants were state licensees.

Texas has a strong culture of consumer protection. I share with you their Real Estate Commission website. <https://www.trec.texas.gov/>

Thank you accepting my written testimony.

Regards,

Deborah Brollini