



Good morning!

DRE Forum

California Association of REALTORS®

Wednesday, February 3, 2021



Meet DRE's Senior Staff

Name	Title
Doug McCauley	Commissioner
Marcus McCarther	Chief Deputy Commissioner
Chika Sunquist	Assistant Commissioner, Enforcement
Jeff Oboyski	Assistant Commissioner, Licensing
Steve Lerner	Assistant Commissioner, Legal Affairs
Rick Lopes	Assistant Commissioner, Communications & Publications
Tom Cameron	Assistant Commissioner, Audits
Shelly Wilson	Assistant Commissioner, Administrative Services
Chris Neri	Assistant Commissioner, Subdivisions
Jim Damrell	Assistant Commissioner, Legislation & Regulations

Meet DRE's Senior Staff

Doug McCauley

Commissioner

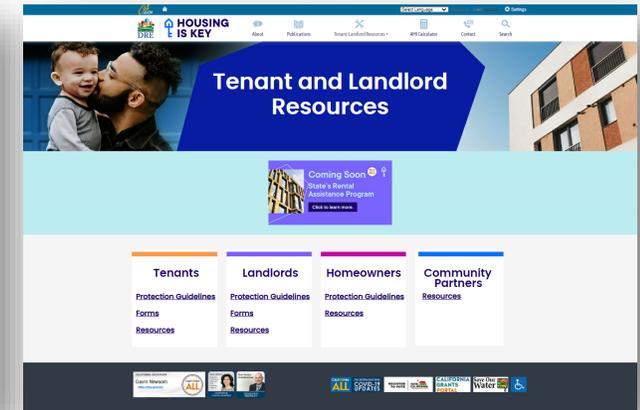
 @DougMcCauleyDRE

Doug's Brief Bio:

- DRE Commissioner since May 2020
- State service includes:
 - Two years at the Department of Housing & Community Development
 - 17 years as the Executive Officer of California Architects Board

What Happening @ DRE

- COVID-19
 - 90% of DRE Employees Telework
 - Four of Five Exam Centers Reopened Last Week
 - Fifth Exam Center Opens This Week
- Sunset Review
- Landlord-Tenant
 - HousingIsKey.com Website



Meet DRE's Senior Staff

Marcus McCarther

Chief Deputy Commissioner

Marcus.McCarther@dre.ca.gov

Marcus' Brief Bio:

- DRE Deputy Chief Commissioner since November 2020
- State service includes:
 - Two + years as Assistant Executive Officer at Board of Chiropractic Examiners
 - Four years at Department of Consumer Affairs
 - Two years in Office of Governor Edmund G. Brown, Jr.

Organizational Governance

- Goal is to increase the Department's capacity to gather data that aids decision-making in support of our strategic goals.
 - Strategic Plan
 - Equal Employment Opportunity (EEO) and Training Officer
 - All Staff Training and Development
 - Executive Leadership Coaching
 - Expansion of Testing Capacity
 - Expansion of online transactions
 - Succession Planning/Workforce Planning
 - Completion of Regulatory Changes

Meet DRE's Senior Staff

Chika Sunquist

Assistant Commissioner, Enforcement

Chika.Sunquist@dre.ca.gov

Chika's Brief Bio:

- Started with DRE in August 2006
- DRE career includes:
 - 14 years in Enforcement & Mortgage Loan Activities; Assistant Commissioner since October 2020

DRE Enforcement

- Real Estate Law & Subdivided Lands Act
- Investigations
 - Licensees
 - Unlicensed Persons
 - License Applicants

DRE Enforcement

- Enforcement Field Program
 - Proactive Broker Office Surveys
 - Discipline Follow-Up
- Enforcement Statistics

	FY 2017-18	FY 2018-19	FY 2019-20
Complaints Received	6,197	6,497	6,184
Complaints Referred for Investigation	4,181	4,088	4,767
Complaints Referred for Disciplinary Action	1,093	1,081	913

DRE Enforcement

- Outreach
- Task Forces
- Complaint Resolution Program

Common Violations

1. Failure to Supervise (Brokers)
2. Misrepresentation
3. Advertising
4. Unlicensed Activity

DRE Industry Scam Alerts

- Licensee Identity Theft
- Fake DRE Representative Contacts

Compliance Resources

www.dre.ca.gov

- Broker Compliance Evaluation Manual
- Mortgage Loan Broker Compliance Manual
- Real Estate Advertising Guide
- Trust Funds Guide

Meet DRE's Senior Staff

Jeff Oboyski

Assistant Commissioner, Licensing

Jeff.Oboyski@dre.ca.gov

Jeff's Brief Bio:

- Started at DRE in June 2005
- DRE career includes:
 - Eight + years in Licensing Program; Assistant Commissioner since July 2020
 - Five + years in Enforcement Program
 - Two years in Legislative Program

Exams Administered

	2020-21	2019-20	Change
July	2,934	3,708	-21%
August	2,615	3,997	-35%
September	2,700	3,178	-15%
October	3,114	3,532	-12%
November	2,629	3,000	-12%
TOTAL	13,992	17,415	-20%

Salesperson

	2020-21	2019-20	Change
July	263	398	-34%
August	338	440	-23%
September	375	367	+2%
October	415	363	+14%
November	345	369	-7%
TOTAL	1,736	1,937	-10%

Broker



Examination Update

- Exam Center Health & Safety Precautions
 - Exam Center Capacity Cut by 50%
 - Social Distancing, Face Coverings,
 - Disinfecting Exam Centers & Test Stations After Each Session
- How We're Increasing Test Numbers
 - Hiring Additional Proctors
 - Added Extra Sessions (Weekdays)
 - Added Saturday Exams (Sacramento & La Palma)
 - Adding Evening Sessions (Weekdays)
 - Adding Auxiliary Exam Center in Sacramento

DRE COVID-19 Effects

- Four Executive Orders Issued by Governor Newsom
 - October 2020: N-83-20
 - Extends Some Deadlines for Applicants & Licensees
 - Extensions Apply to Examinations, Original License, & Renewal Applications



Example #1	
4-Year License Expiration Date	Eligible for N-83-20 Extension
Licenses That Expired Before April 16, 2020	No
Licenses That Expire on April 16, 2020 or After	Yes Granted an extension to submit renewal application, fee and, CE requirements until 6/30/2021

DRE COVID-19 Effects

- Four Executive Orders Issued by Governor Newsom
 - October 2020: N-83-20
 - Extends Some Deadlines for Applicants & Licensees
 - Extensions Apply to Examinations, Original License, & Renewal Applications



Example #2	
2-Year (Late) License Expiration Date	Eligible for N-83-20 Extension
Licenses Where Two-Year Right to Renew Ended Before April 16, 2020	No
Licenses Where Two-Year Right to Renew Ends on April 16, 2020 or After	Yes Granted an extension to submit renewal application, "late" fee, and CE requirements until 6/30/2021

DRE COVID-19 Effects

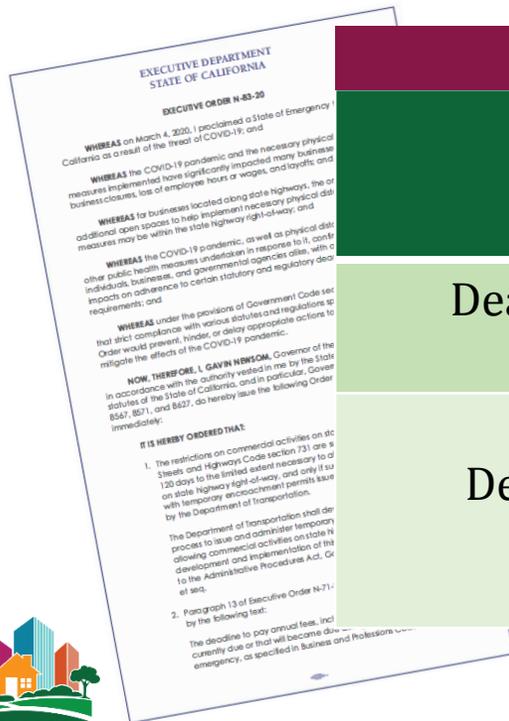
- Four Executive Orders Issued by Governor Newsom
 - October 2020: N-83-20
 - Extends Some Deadlines for Applicants & Licensees
 - Extensions Apply to Examinations, Original License, & Renewal Applications



Example #3	
2-Year Exam Expiration Date	Eligible for N-83-20 Extension
Exam Expiration Date Before April 16, 2020	No
Exam Expiration Date on April 16, 2020 or After	Yes Granted an extension to take and pass the real estate exam until 6/30/2021

DRE COVID-19 Effects

- Four Executive Orders Issued by Governor Newsom
 - October 2020: N-83-20
 - Extends Some Deadlines for Applicants & Licensees
 - Extensions Apply to Examinations, Original License, & Renewal Applications



Example #4	
1-Year to Apply for the License Expiration Date	Eligible for N-83-20 Extension
Deadline to Apply for License Ended Before April 16, 2020	No
Deadline to Apply for License Ends on April 16, 2020 or After	Yes Granted an extension to apply for licensure until 6/30/2021

Licensing Email



Ask.DRELicensing@dre.ca.gov

- Get Your General Licensing & Exam Questions Answered
- Please Give Us Three Business Days to Respond
- Emails Answered in Order Received

DRE Virtual Call Center (VCC)

877-373-4542

Monday – Friday / 8:00 a.m. – 5:00 p.m.

The VCC System Receives an average of 30,000 Calls per Month

Meet DRE's Senior Staff

Steve Lerner

Assistant Commissioner, Legal Affairs

Stephen.Lerner@dre.ca.gov

Steve's Brief Bio:

- Started with DRE in November 2015
- State service includes:
 - Four years at the Attorney General's Office
- 16 years in private practice

Disciplinary Tools

- Revocation
- Restriction
- Suspension
- Surrender
- Public Reproval
- Corrective Action Letter
- Cite and Fine
- Desist and Refrain Order
- Bar Order

Legal Stats

Activity	Cases Filed	Orders Issued
Statement of Issues Cases	184	-
Accusation Cases	442	-
Desist & Refrain Cases	-	18
Petitions for Reinstatement	-	58
Petitions for Removal of Restrictions	-	2
Petitions for Removal of Discipline History from Website	-	5
Licensing Revocations (Including Restricted)	-	162
License Suspensions	-	87
Voluntary Surrenders	-	62
Stipulations & Waivers/Agreements	-	164
Dismissals (Accusations or Statements of Issues)	-	60
Public Reprovals	-	8
License Denials (Including Restricted)	-	113
Final Bar Orders	-	4
Total	626	743

COVID-19 & Rental Housing

- Assembly Bill (AB) 3088
- Senate Bill (SB) 91
 - Prohibition Against Evictions (Related to COVID)
 - March 1, 2020 through August 31, 2020
 - September 1, 2020 through January 31, 2021
 - February 1, 2021 through June 30, 2021
 - Financial Assistance to Help Tenants with Unpaid Rent

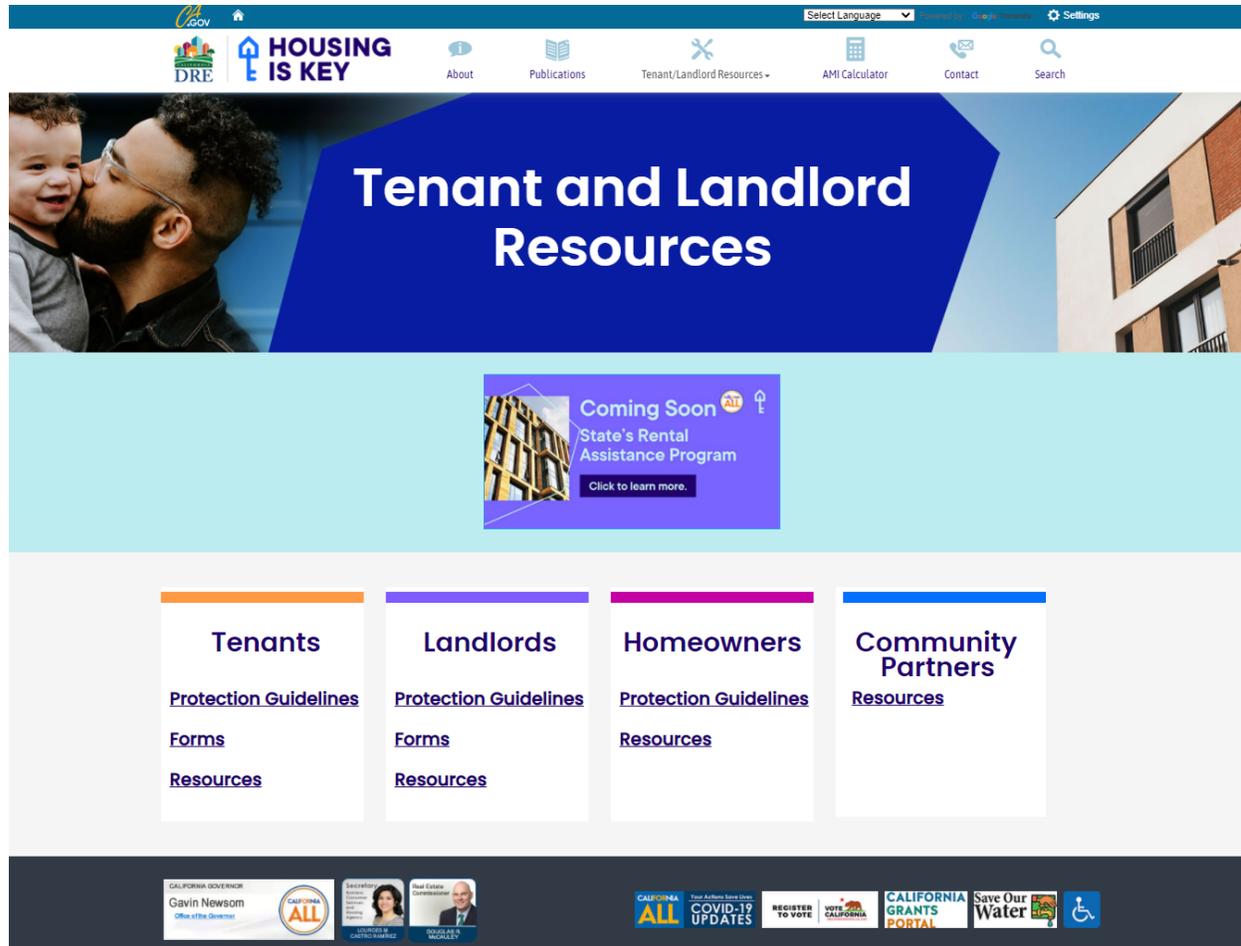


**HOUSING
IS KEY**

All Californians deserve
a place to call home

COVID-19 & Rental Housing

- DRE Hosts HousingIsKey.com Website



Meet DRE's Senior Staff

Rick Lopes

Assistant Commissioner, Communications & Education

Rick.Lopes@dre.ca.gov

Rick's Brief Bio:

- Joined DRE in November 2020
- State service includes:
 - 17 years as Public Affairs Chief for Contractors State License Board
 - Three years in communications management at Department of Consumer Affairs
- 14+ years as a broadcast journalist

DRE Online

- Visit DRE Online

www.dre.ca.gov

 @CaliforniaDepartmentOfRealEstate

@CA_DRE

 @ca_dre_esp

@DougMcCauleyDRE

- Essential Information

- Verify a Real Estate License
- 2021 Real Estate Law
- Consumer Alerts
- Current News
- FAQs
- Forms
- Real Estate Bulletin Newsletter
- Real Estate Business Resources



California Department of Real Estate

HOME CONSUMERS LICENSEES EXAMINEES DEVELOPERS

Exam Centers Reopen

Learn more on our COVID-19 Updates page

COVID-19 UPDATES

Ask DRE Licensing

eLicensing online system

Offers expedited processing of Licensing and Examination services. Start Now

HOUSING IS KEY

Governor Gavin Newsom Visit Governor's Website

Secretary of Business, Consumer Services and Housing Agency LOURDES M. CASTRO RAMIREZ

Real Estate Commissioner DOUGLAS R. McCAULEY

CALIFORNIA ALL Your Actions Save Lives COVID-19 UPDATES

Connect With Us

Check Your Own License

- Make Sure Everything is Accurate
 - Mailing Address
 - Business Address
 - Fictitious Business Names
 - Affiliated Salespeople

The screenshot shows the 'Public License Information' search page on the California Department of Real Estate website. The page includes a search form with fields for 'Licensee/Company Name', 'Mailing Address City (optional)', and 'License ID'. There are 'Find' and 'Clear' buttons. A disclaimer at the bottom states: 'Note: The "Mailing Address City" may differ from the licensee's main office and/or branch office city.'

The screenshot shows a printout of license information from the California Department of Real Estate. The header reads 'STATE OF CALIFORNIA DEPARTMENT OF REAL ESTATE'. The license information is as follows:

License Type:	SALESPERSON
Name:	[REDACTED]
Mailing Address:	[REDACTED] GRANITE BAY, CA 95746
License ID:	014 [REDACTED]
Expiration Date:	12/09/24
License Status:	LICENSED
Salesperson License Issued:	12/10/04
Former Name(s):	NO FORMER NAMES
Responsible Broker:	License ID: 019 [REDACTED] SACRAMENTO, CA 95864
Comment:	NO DISCIPLINARY ACTION NO OTHER PUBLIC COMMENTS >>>> Public information request complete <<<<

Meet DRE's Senior Staff

Tom Cameron

Assistant Commissioner, Audits

Tom.Cameron@dre.ca.gov

Tom's Brief Bio:

- Joined DRE in November 1989 (Not a typo!)
- DRE career includes:
 - Almost four years in current position
 - Previously 14 years as Audit Supervisor; 14 years as Auditor

Audit Stats

- Two Types of Audits
 1. Investigative Audit
 2. Proactive Routine Audit

Broker Activity	# of Audits Closed	#/% of Audits with Shortages		Amount of Shortage Found
Property Management	348	148	43%	\$4,720,363
Broker Escrow	62	14	23%	\$254,735
Mortgage Loan	52	4	8%	\$31,797
Sales/Other	71	0	0%	\$0
Total	533	166	31%	\$5,006,895

Audit Recommendations

- Common Audit Findings
- Best Practices to Avoid Violations

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Shelly Wilson

Assistant Commissioner, Administrative Services

Shelly.Wilson@dre.ca.gov

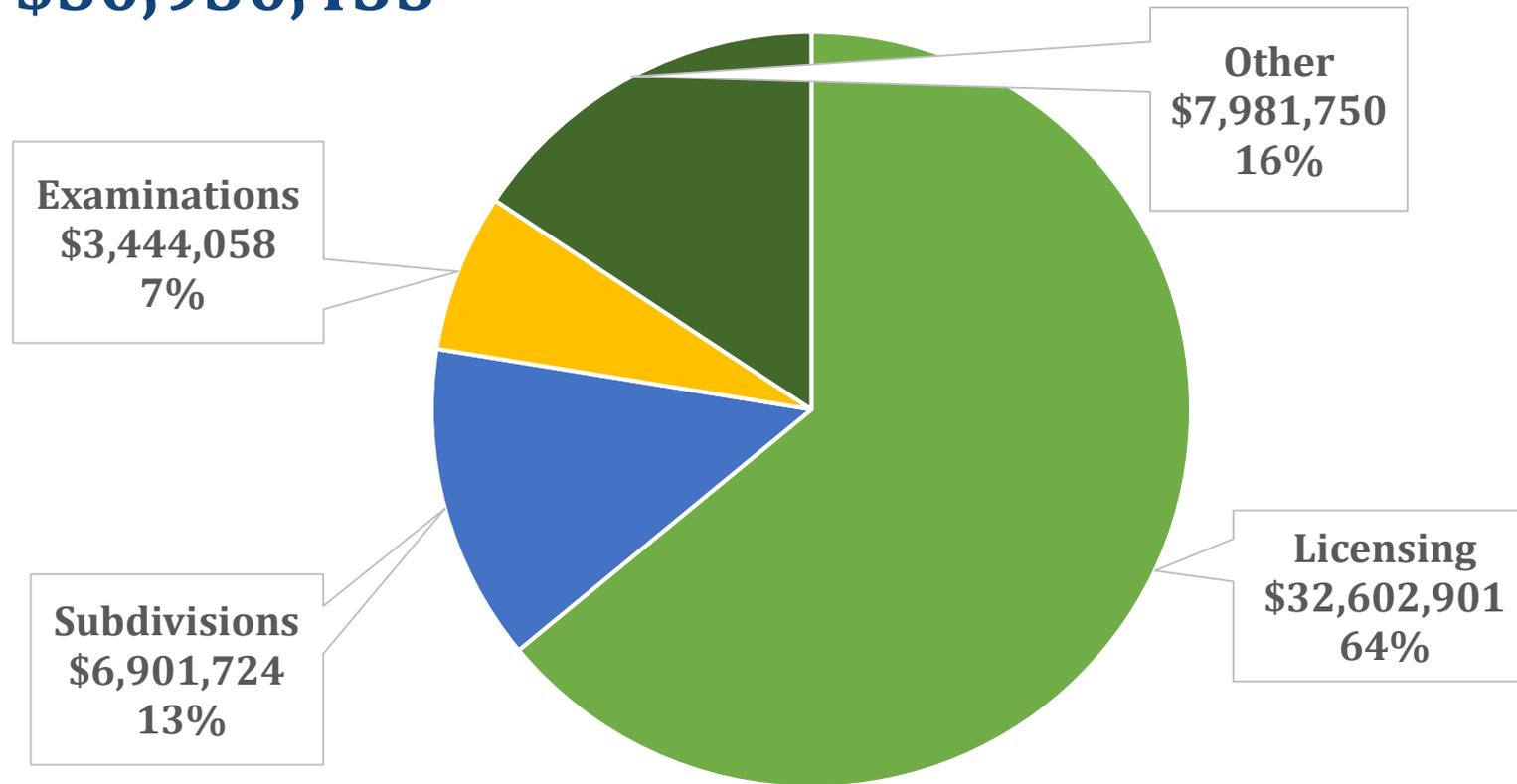
Shelly's Brief Bio:

- Joined DRE in October 2000
- Current Position Since October 2020
- Previous Experience in DRE Licensing, Enforcement & Communications
- Other State service includes:
 - Three years at Employment Development Department

Financial Statistics FY 19/20

Budget \$55,883,000

Revenues \$50,930,433*

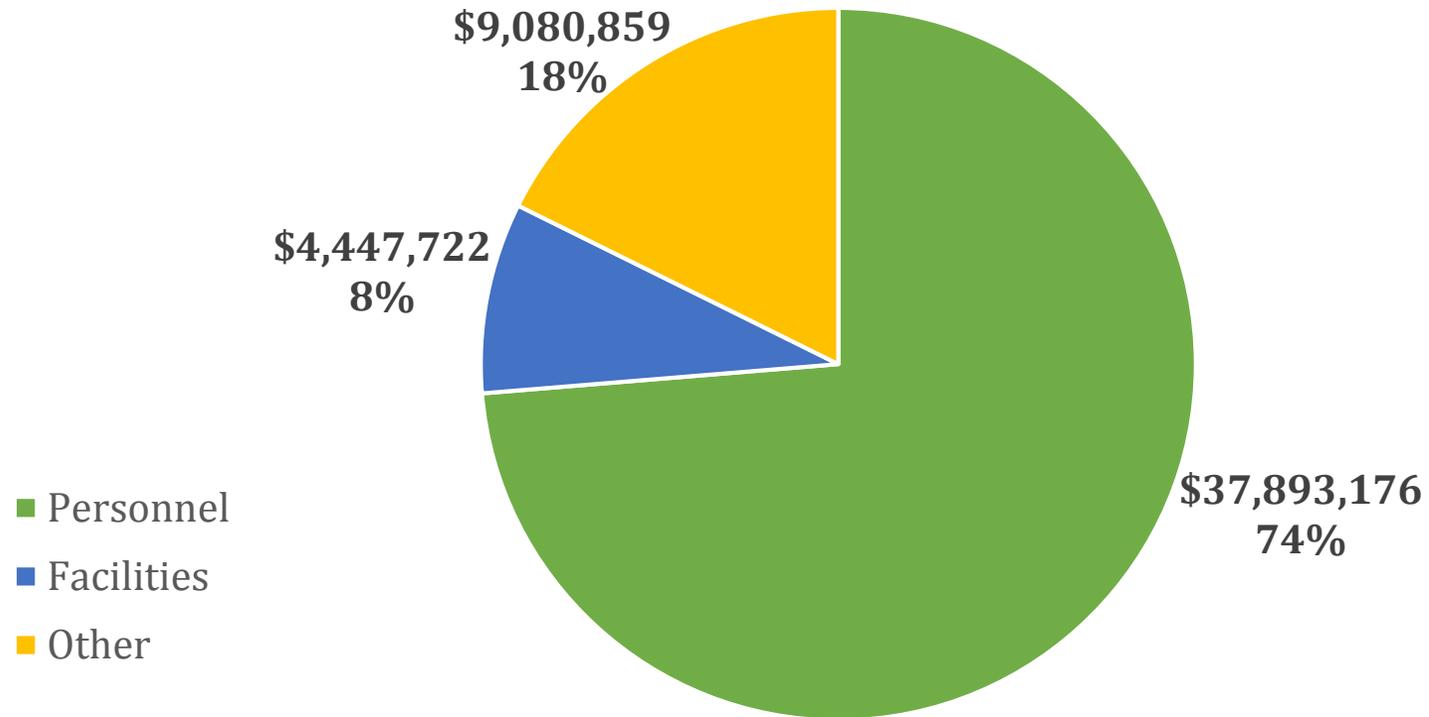


*FY 19/20 closed on January 27, 2021

Financial Statistics FY 19/20

Budget \$55,883,000

Total Expenditures \$51,421,757*



*FY 19/20 closed on January 27, 2021

On the Horizon (Tentative for 2021)

1. Additional Testing Locations
2. Online Submittal of Exam & License Applications
3. eLicensing Enhancements for Additional Licensing Transactions
4. Phase II – Subdivisions Online Public Report Application System (SOPRAS)
5. Website Redesign (dre.ca.gov)

Meet DRE's Senior Staff

Chris Neri

Assistant Commissioner, Subdivisions

Chris.Neri@dre.ca.gov

Chris' Brief Bio:

- Joined DRE in January 1989 (Not a typo either!)
- DRE career includes:
 - 17 Years in Current Position
 - 31 Years in Subdivision Program (Los Angeles & Sacramento)

Subdivision Stats

- Before a subdivision can be marketed in California, the subdivider must apply for and get the following from DRE:
 - Subdivision Public Report (California Project)
 - Permit (Out-of-State Timeshare)
 - Confirmation of Their Registration (Non-California projects located within the United States)

- FY 2019-20: 2,639 Final Public Report Applications
- FY 2018-20: 3,089 Final Public Report Applications
- 15 Year Average: 2,598 Final Public Report Applications

Meet DRE's Senior Staff

Jim Damrell

Assistant Commissioner, Legislation & Regulations

James.Damrell@dre.ca.gov

Jim's Brief Bio:

- Joined DRE in November 2020
- State service includes:
 - Nine years as an attorney for the Department of Social Services & Department of Justice
 - One year with Senate Office of Research
- Eight years in private practice

Legislation/Regulations

- Sunset Review
- Currently Tracking 17 Bills Introduced in the Legislature
- Pending Regulations
 - Assembly Bill 2138
 - Protected Classes
 - Harmonizing CAR Omnibus Bill



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Thank You!

dre.ca.gov

HousingIsKey.com