

**From:** Rancho Property Works LLC

**To:** Baca, Thomas, RLD; Rancho Property Works LLC

**Subject:** [EXT] Feedback on proposed NMREC rule changes.

**Date:** Monday, September 21, 2020 1:45:16 PM

Hi Thomas,

I wanted to provide some feedback. Some items feedback is general, sometimes very specific.

[16.61.1.7](#) PP Property Management - glad to see HOAs being included, about time.

[16.61.3.13](#) QB A. (3) renewal requirements. Nice to see the refresher class included. So

i presume that if you had the class for no CE hours during a cycle that included the effective

date of these changes that they will go back and reapply the 6CE hours, right?

[16.61.13.8](#) A. Requirements (CE hours) 42 hours for QBs - ok with me.

B. it appears to me that changes to rules, regs, etc. are happening at a faster pace than

the every 2 years in the past. Plus technology makes it easy to attend these meetings

via zoom. I would advocate for making moving this from 4 hours of NMREC meeting attendance to

8 hours. So much is learned by these meetings that 3-4 hours a renewal cycle feels low to me

given the ease in which people can attend these meetings on line.

K. teaching CE hours 10 to 28. Good news

N. (3) is there still a residential management committee? I thought this was a very good thing and i would advocate for it to continue on an ongoing bases.

[16.61.16.9](#) G. Written policy manual.

-Please consider more of an outline as to what should be included here in addition to items 1-4. Some of

it may be redundant, but i find things like this need to be clear sometimes. Having a policy manual is one thing,

having one that actually is useful/helpful is quite another thing.

Done well inexperienced contractors/employees should carry it with them like the UORRA, NMREC rules, etc. as it's the company specific guide book for success.

- Some items to include are education of staff, both licenses and non licensed. Topics like NMREC rules, UORRA, fair housing, risk reduction, etc, etc. How often to have training and who should attend.

-what non licensed employees can and can't do

\*allot\* of brokers / bigger companies have unlicensed staff to do leasing, maintenance and management of properties. I see this as a gap in education and training as the people doing the work generally don't have a license so they need training

and the broker in charge needs to make sure it's provided. So i would add that the QB in charge person is also responsible for not licensed employees that work of them or properties as given their

lack of knowledge may be more risky.

16.61.24.9 Declaration of intent. Have the form delineate between residential property management and HOA management.

16.61.24.10 compliance with applicable law - we have HOA law here in NM, perhaps add section E to cover that and other state laws like the state human rights act

In this section there needs to be some specific HOA stuff, like;

- HOA boards and insurance for them, insurance for companies that do HOA mgt, etc.

- accounting from management to include P & L, plus balance sheet showing reserves, etc.

- i'm sure there are more items here, having the residential management committee could help here

That's all I have, thank you for listening.

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Have a Great Day!

Jeffrey A. Zank, ARM(r), President and Property Manager

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