

A Letter To Appraisers and Tax Agents

From Your Executive Director

July 14, 2010

Most of you know by now that you have a new Executive Director for your Board of Appraisal. As your new Executive Director it is my desire to incorporate positive changes to the daily functions of the office, the execution of meetings, and the increased performance of the Regulated Community (you).

In less than 90 days there have been changes that may not be apparent but are already increasing the performance of the office. There have been some changes that are apparent to you, one of which is us trying to answer the phone. Nothing can tell you how important your call is to us more than a person answering the phone. There are times your call will still go to voicemail but we will call you back. With that said, we would really appreciate it if all 3,000+ Appraisers and Tax Agents did not call in just to hear for yourselves. We'd love to just chat but don't have the time right now.

Another change that is apparent is the new required email sign up for Appraisers and Tax Agents now found on the home page of our website, www.appraisal.state.az.us. If you are currently signed up for the email Newsblast you *still* need to sign up on this new list as they don't cross reference. We do have some resources for email addresses including help from many of the professional organizations but technology can only go so far. As you know, you are already required to keep the Board updated as you change contact information (per A.R.S. § 32-3621). None the less, many of you have not. Very soon email will be the official notification process for communicating with you so we need you to sign up right away on the Appraisers and Tax Agents email list on the website. It's right smack in the middle of the home page. Please remember to keep it updated with the "Manage Subscription" button anytime your email address or phone number changes and to also send us written notification when any of your contact information changes.

Many of you may think this is not necessary but look around for a moment. There was a day that jobs were plentiful, clients were begging you to take orders, the fax machine was on fire.... you didn't need to be involved. Those days went away with the 8 track tape. Times have changed, especially for the residential appraiser. Commercial appraisers also have and will continue to be impacted. Legislation has passed on both the Federal and State levels that has had major impact on your lives and livelihoods and more is on the way. Think not? Where are most of your orders coming from? Not getting orders?

It is imperative now that you become involved in your profession. As legislation is introduced don't leave it for your peers. Read it, think about it, and act on it as if it will ultimately affect you personally.. because it will. When there is legislation in the hearing committees that affect the schools, kids come to the Capitol by the busload. Same T-shirts, signs, water bottles, etc. When there is legislation affecting the Appraisal Profession... zero, nada, zip. Only the same few dedicated folks. When hearing committees see galleries that are usually empty yet now full of Appraisers or Tax Agents they will know you care. That is how the system works. Take the time to write to your

Legislators. They need to know that the people being affected by the legislation care about the results and have a voice. If you don't get involved don't complain about the results.

As more changes take place, especially with your Board, you need to know and will be notified by email. When appropriate, input will be asked for. There are numerous changes coming in the months ahead that will affect you from a positive aspect. More information will be forthcoming via the emails as things progress. You need to be on the list.

Never lose sight of the fact that the Board is here to protect the Public from you, the Appraiser and Tax Agent. I believe the best way to do that is to empower you. The Board and staff are active in:

- Improving education and mentorship (in our sights for mid term goals)
- Providing you with information to help you engage in the profession
- Reducing processing times for complaints, renewals, and other Board functions
- Disciplining those that are not concerned with ethics or the credibility of the profession
- Being involved in legislative issues
- Many other efforts

By helping you become a more skilled, knowledgeable, and credible professional we will protect the public. Success can be measured by a reduction in overall complaints.

Either join one of the appraisal organizations or get on their email lists as well as our required list. Being involved with appraisal organizations will give you different perspectives on the issues and broaden your knowledge. Make certain your required email information is current on our website. That would be a good start. Then stay involved. For those of you involved and already carrying most of the load your Profession thanks you.

Future bulletins will not be this long, I promise. I prefer brief and succinct. Please sign up now. Remember, the demand for services from your Profession will increase if, as a group, you are knowledgeable, credible, and respected. Attain all three.

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Executive Director
Arizona Board of Appraisal