

# NH Chapter of the Appraisal Institute Spring 2013 Newsletter

**BRAND NEW SEMINAR  
FROM THE  
APPRAISAL INSTITUTE!!**

***Appraising Condos,  
Co-ops & PUDs:  
Properties with  
Associations***

**7 hours of CE  
May 3, 2013**

Red Blazer Restaurant  
72 Manchester St.  
Concord, NH

**SEE PAGE 4 FOR MORE  
INFORMATION!**



**May 21 Seminar:**

***Commercial Real Estate  
Round Table***

Presenters:

Bill Norton, Dan Scalon,  
David Choate, Brad Vear

2 hours of CE credit  
4 - 6 PM

followed by social hour  
with hors d'oeuvres  
\$35 Members or  
\$40 Non-members

**Ichiban Steakhouse  
118 Manchester St,  
Concord, NH 03301**

## PRESIDENT'S MESSAGE

By **Brian White, MAI, SRA**

White Appraisal, Dover, NH  
President, New Hampshire Chapter  
of the Appraisal Institute



I am honored to serve as your 2013 chapter president. I look forward to keeping the New Hampshire Chapter of the Appraisal Institute strong as we move forward in these changing times. Thanks are given to those presidents and board members that came before me. The chapter is in very good financial condition entering 2013.

The Appraisal Institute's Candidate for Designation program was launched on January 1 and it is off to a great start. The Appraisal Institute projected that they would have approximately 2,800 candidates when they created the program last year. At the present time, the total number of MAI and SRA candidates surpasses that number which now exceeds 4,700 candidates. Richard L. Borges II, MAI, SRA and President of the Appraisal Institute recently wrote about the "Designated Difference" that many appraisers aspire to obtain by first becoming candidates for designation with the Appraisal Institute. After having attended the past two Annual Meetings of the Appraisal Institute, I can tell you that this concept is at the forefront for the Appraisal Institute. The requirements for obtaining either the MAI or SRA designations have always far exceeded that of the minimum requirements for state licensing. The Appraisal Institute plans to continue to elevate the education and professionalism requirements for the MAI and SRA designations. They will also be very aggressive promoting the "Designated Difference" moving forward.

The New Hampshire chapter currently has more than a dozen appraisers who have stepped up to be a Candidate for Designation. These candidates will have a maximum of three to four years to complete the requirements for designation. Our chapter has begun an Advisor program where each of the candidates is paired up with a designated member of our chapter who will provide the candidate with encouragement and assistance as they progress toward their designation. Katrina Hill, SRA, is the New Hampshire Candidate Guidance Chair. Katrina's recent experiences progressing through the various designation requirements will be valuable information for each of the candidates. The New Hampshire chapter is also creating a scholarship program where scholarship money will be made available for any qualified New Hampshire candidate as they reach a certain point in the designation process. We feel that investing in our candidates and assisting them throughout the designation process is an investment in the future of the New Hampshire chapter. If you are interested in becoming a candidate for designation please contact Katrina Hill at [rbhillco@comcast.net](mailto:rbhillco@comcast.net).

Continued on next page....

## NH Chapter of the Appraisal Institute

### 2013 OFFICERS:

President,  
Brian W. White, MAI, SRA

Vice President  
Chet J. Rogers, MAI

Treasurer,  
Duane H. Cowall, MAI

Secretary,  
Karen D. Ryan

Past President,  
Mark Correnti, SRA

### 2013 DIRECTORS:

Paula J. Clemente, SRA

Vern J. Gardner, Jr.,  
MAI, SRA

Katrina V. Hill, SRA

Mark J. McCann, MAI

Wesley G. Reeks, MAI, RM

Scot D. Heath

Catherine J. Capron

Kristen A. Eldridge

### EXECUTIVE DIRECTOR:

Cynthia Rogers

## From Page 1: President's Message

This year our chapter is looking forward to offering several one-day classes where New Hampshire appraisers can conveniently obtain quality education hours. In addition, we will be offering five interesting two-hour seminars at our meetings which we now hold at the Ichiban Japanese Steakhouse on 118 Manchester Street in Concord. Please visit our website ([www.ai-nh.com](http://www.ai-nh.com)) for additional information on these class and seminar offerings.

This is an important year for the New Hampshire chapter and the Appraisal Institute. Together we have transformed into a membership association of professional real estate appraisers. While the classification titles have changed for many in the chapter, most appraisers will not see any noticeable change. The New Hampshire chapter will continue to offer quality education and be the main voice for New Hampshire real estate appraisers and the Appraisal Institute will emphasize the "Designated Difference". If you have any questions about the New Hampshire chapter or the Appraisal Institute please email me at [brianwmai@aol.com](mailto:brianwmai@aol.com) or phone me at 603-742-5925.

**2013 Appraisal Institute Annual Meeting:**

***Turning Vision into Action***

**July 23 - 25  
Indianapolis**

## Duane Cowall, MAI Receives the Distinguished Service Award



At the April 3, 2013 chapter meeting, **Duane Cowall, MAI** received the Distinguished Service Award from the New Hampshire Chapter of the Appraisal Institute in recognition of his many years of service to the chapter. Duane is the owner of Cowall Appraisal & Consulting in Bedford, NH. He has served as the NH chapter's treasurer since 2005 and was chair of the Finance Committee for many years. Duane was also the Candidate Guidance Chair for several years.

Duane specializes in commercial/industrial properties in the greater Lebanon/Hanover area as well as industrial properties and large tracts of land throughout southern New Hampshire.

Congratulations and thank you for your service to the chapter, Duane!

# Attention: Candidates for Designation (C4D)

by **Katrina Hill, SRA**, Candidate Guidance Chair  
rbhillco@comcast.net

The NH Chapter has 16 Candidates for Designation with nine MAI candidates and seven SRA candidates. We launched this program at the January chapter meeting with a large turnout for the initial meeting and one-third of the candidates attending the informal session at our recent April meeting.

At the April meeting, SRA Candidates and Advisors discussed different course offerings for the 2013 year and their strategies for completing these requirements. The 'demo alternative' course for SRA candidates (*45-hour Residential Demonstration Report Option*) is now comprised of two back-to-back courses, Advanced Residential Applications and Case Studies/Part 1 and Advanced Residential Report Writing/Part 2. This intensive course is the most popular alternative to writing the traditional demo report, which was the avenue toward designation in the past. This course will be offered by AI eleven more times this year, at various locations around the country. Other options to satisfy the Demonstration of Knowledge requirement include the Publications Option, Modular Demonstration Appraisal Report, Thesis Option, and Defense of Reports Option.

On the MAI side, the *General Demonstration Report-Capstone Program* is the most popular alternative to the traditional demo report. This program is designed to be completed in approximately two months with considerable amount of time required for writing and analysis prior to the classroom setting. All remaining scheduled offerings for 2013 are currently full and sold out. Candidates wishing to chose this option should enroll way in advance, as soon as they know their prerequisites are in order.

The candidates each have an advisor from the Chapter who will make quarterly contact with their assigned candidate for a supportive role throughout the process. Our scheduled time for the Advisor/Candidate meeting is after each of the Chapter meetings, from 6:15 to 6:45 pm (Chapter Meetings occur in January, March, May, September and November in Concord). Any questions should be directed to Katrina Hill, Candidate Guidance Chair at rbhillco@comcast.net.

\* Candidates and Advisors met on April 3rd for an informal session with approximately one-third of our candidates attending along with four advisors. There was an interesting and informative discussion of strategies, courses, venues and time-lines for completion. One candidate has signed up to take the Residential Equivalency Exam in order to satisfy three course requirements at one time. Advisor/Candidate pairing is still in process. Contact me if you need assistance.

\* The NH Chapter has approved a scholarship for Candidates of up to \$750. Candidates will be eligible to apply when nearing completion of their requirements. Contact Cindy Rogers, Executive Secretary, for details.

## **New Hampshire Chapter**

### **General/ MAI Candidates:**

Kathleen Bergeron  
Catherine Capron  
Robert Concannon  
David Cornell  
Scott Dickman  
Dale Gerry II  
Scot Heath  
Rex Norman  
Steve Savage

### **Residential/SRA Candidates:**

Paul Berthiaume  
Jennifer Cote  
Kristen Eldridge  
Scot Heath  
Ronald Lavallee  
Karen Ryan  
Charlotte Williams

### **Candidate Advisors:**

Brian White, MAI, SRA  
Chet Rogers, MAI  
Peggy Gallus, RM  
Richard Murray, SRA  
Judy Nessel, SRA  
Thomas Prophet, SRA  
Katrina Hill, SRA

**Find all the education offerings in Region IV of the Appraisal Institute**

**(NH, MA/RI, NY, ME, NH, VT) here:**

<http://www.appraisal institute.org/education/region4/>

# New Members of the NH Chapter

## Charlotte P. Williams

### Beacon Real Estate Advisors

35 Manchester Road - 11A301

Derry, NH 03038

(603) 440-4604 office

(603) 319-1633 fax

[cwilliams@beaconrea.com](mailto:cwilliams@beaconrea.com)



*We would also like to welcome:*

Kimberly Burbank, Burbank Appraisal Service - Practicing Affiliate

Melissa Chaput, Student Affiliate

Nancy O'Connor, Narrative 1 - Affiliate

Charlotte is a certified residential appraiser in Southern New Hampshire and is based in Derry. She is originally from the United Kingdom and obtained her Bachelor of Science at the University of Manchester Institute of Science and Technology in the UK. Since moving to the United States 18 years ago she has worked in the fields of Real Estate, Municipal Assessing and Property Tax. Charlotte enjoys the diversity of the residential properties in Southern New Hampshire and the challenges of appraisal. She looks forward to continuing her education, obtaining commercial appraisal experience and working towards designation as her career progresses.

## APPRAISING CONDOMINIUM, COOPERATIVES, AND PUDs May 3, 2013 in Concord, NH

Appraising condominiums, cooperatives, and PUDs requires a unique skill set different from appraising single-family houses. Attend this new seminar and obtain high-quality education **specific to those skills**. Take on your next condo, co-op or PUD assignment with confidence, diversify and see your valuation business grow!

In this comprehensive seminar, learn how to identify property through Legal Description and Parcel Identification Number (PIN); identify which four documents are needed from homeowner to make your appraisal assignment smoother; and find out what questions you must ask a building manager **before** concluding that your research is complete. Leave with a comprehensive list of questions to ask management companies that will help make your report as accurate as possible. Finally, discover what 12 factors you should use when choosing comparable sales for your subject property. This seminar is approved for 7 hours of Appraisal Institute continuing education credit.

### Upon completion of the seminar, participants should be able to:

- Understand Real Property Ownership and Interests, and recognize how and why they apply to appraising associations.
- Analyze the valuation impact of Special Taxing Districts, Special Service Areas, and Business Improvement Districts upon association properties.
- Identify, develop and apply appropriate scopes of work to three types of association living
- Develop specialized data collection strategies for condominiums, cooperatives, and PUDs in support of your appraisals
- Contrast condo-hotels from condominiums and learn exactly why appraisers must analyze them differently.
- Evaluate several real-world appraisal case studies, including developing an opinion of market value specific to condominiums, cooperatives, and PUDs...you'll be applying these tools to your everyday practice in no time!

**THIS SEMINAR WILL BE HELD AT THE RED BLAZER RESTAURANT IN CONCORD, NH**

**A FULL LUNCH IS INCLUDED IN THE REGISTRATION FEE!**

**Register now at [www.appraisalinstitute.org](http://www.appraisalinstitute.org)**

## NHREAB UPDATE GIVEN AT THE JANUARY 2013 MEETING

On January 15, 2013 Mark Correnti, SRA was our guest speaker from the NH Real Estate Appraiser Board. Mark is currently serving as the board's grievance officer who oversees the appraiser complaint and prosecution process. Mark gave a presentation to approximately 45 appraisers in attendance and covered topics including current board changes, the compliant process, AQB proposed changes, and the most common complaints and deficiencies found in an appraisal report. The following are highlights from the presentation.

The NH Real Estate Appraiser Board was consolidated into the NH Joint Board. The Joint board covers 14 boards that regulates 31,500 licensees. The Joint Board is comprised of 92 volunteers and 15 staff members. The last year that appraisal license statistics were available was 2012. In that year, there were 841 licensed or certified appraisers in NH: 301 Certified General, 412 Certified Residential, and 128 Licensed. That count is down 23% from the 20 year high of 1,098 in 2007 when there were 329 CGs, 496 CRs, and 273 Lics. The Appraisal Qualifications Board (AQB) has changed the requirements to become an appraiser starting in 2015. Background checks will be required of all new applicants as well as a college degree for both certified residential and general appraisers, and a minimum of 30 semester hours or an Associate's degree for licensed residential appraisers. These changes are for new appraisers but don't affect existing certified or licensed appraisers.

Mark identified the types of sanctions that the NHREAB administers. They are:

- Deficient appraisal skills and *minor* violations of USPAP
- *Major* violations of USPAP
- Violation of the Competency Rule
- Failure to disclose assistance provided by others
- False claims of inspecting subject
- Willfully misleading intended user or influencing value to favor client's interest – bias, fraud

The most common deficiencies found in appraisals are:

- Lack of an adequate Highest and Best Use Analysis: in a summary report you must summarize, not state, or supply a definition of HBU
- Lack of credible cost data: referencing Marshall & Swift but no support for using M&S is evident in the report
- Referencing "Local Builders" as sources for the cost approach but cannot give specific names
- Lack of support for the development of site value
- Referencing a data source relied upon but providing no evidence that it was used (town hall, exterior inspection, Real Data)
- Not reporting prior transfers of comps or subject
- Geographic competency
- Lack of reconciliation within an approach
- Lack of reconciliation among approaches
- No actual deed review
- Lack of competency (review assignments)
- Omission of property features
- Sales data verification
- Use of appraisal forms that are non-USPAP compliant

Mark offered advice on how to take steps to ensure that reports are USPAP compliant. They were:

- Follow USPAP standards 1-3
- Pay attention in your USPAP classes and ask questions
- Read the FAQs in USPAP
- Revise your practice and work product at every USPAP cycle

Statistics about complaints to the NHREAB:

### Who is filing complaints against appraisers?

|                             |     |
|-----------------------------|-----|
| Lending institutions/AMC's. | 25% |
| NH Banking commission       | 10% |
| Property owners             | 30% |
| Review Appraisers           | 15% |
| Tax Assessors               | 10% |
| Other                       | 5%  |

### Number of complaints filed by year:

|      |   |               |
|------|---|---------------|
| 2007 | - | 21 complaints |
| 2008 | - | 20            |
| 2009 | - | 33            |
| 2010 | - | 40            |
| 2011 | - | 27            |
| 2012 | - | 26            |



For more information on the NH Chapter of the Appraisal Institute please contact the Executive Director, **Cynthia Rogers** at:

P. O. Box 1046  
Hollis, NH 03049  
603-921-0247  
[ai.nhchapter@gmail.com](mailto:ai.nhchapter@gmail.com)

Newsletter Submissions are Welcome!

Got AI-NH golf or other get-together photos to share? A new baby, spouse, work specialty or other milestone to be recognized? A funny appraisal story or pic? Is there an appraisal subject you'd like us to cover or an appraiser we should profile?

Please send comments, articles, suggestions, photos, and news (both professional and personal, if you wish) to:

[ai.nhnewsletter@gmail.com](mailto:ai.nhnewsletter@gmail.com)

**Newsletter Editor:**  
Karen Ryan

## BARRY MOORE, MAI (1957-2012)

We are sad to report the death of longtime AI-NH member Barry Moore, MAI after a long and courageous battle with cancer. Barry was president of the NH chapter in 2002 and 2003, and was the chief of the Right-of-Way division with the NH Department of Transportation. Our sympathy and thoughts go to his wife, Denise, and sons Christopher and Ian and their families. Memorial donations may be made to Community Hospice House, 210 Naticook Road, Merrimack, NH.



**Above:** The 2013 NH Chapter Officers and Board of Directors: rear, from left: Mark Correnti, Vern Gardner, Mark McCann, Brian White, Chet Rogers, Scot Heath and Duane Cowall. Front row: Katrina Hill, Karen Ryan, Cathy Capron. Missing: Paula Clemente, Kristen Eldridge, and Wesley Reeks.



**Above:** Paula Clemente, SRA and Russ Thibeault of Applied Economics share a laugh at the November 2012 meeting. Russ gave a very informative and entertaining talk on the economy and housing market.



**Above:** Robert G. Bramley, MAI, SRA and Arthur Greene, Esq. presented an interesting and helpful seminar on "The Appraiser as an Expert Witness" on April 3, 2013..