



BOUNDARY LINES

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Chairman's Corner



The fact that more and more consumers are now shopping, paying bills, and communicating online is no surprise to any real estate licensee as our industry has been and continues to be technology driven. Some time ago, it became apparent that your LREC must take the hard steps required to join the 21st century in licensing, regulation, and interaction. This past year has been a watershed in LREC building the foundation to be part of this digital age for the benefit of both licensees and the public we serve. Just some of the building blocks put in place in 2019:

- Completed work on a new “best practices” comprehensive internal software system that significantly upgrades our ability to serve all stakeholders. Formal launch set for January!
- Completed first year of fully electronic continuing education reporting and tracking system in partnership with Statereporting.com.
- Upgraded internal servers to support expanded and faster service for both internal and external stakeholders in utilizing capabilities of our new software system.
- Upgraded all desktop hardware and screens to accommodate expanded capabilities of new systems and enhance our productivity.
- Partnered with Louisiana Interactive, LLC under a state authorized program to develop paperless online service on nearly two dozen forms and transactions now requiring paper and snail mail. (This paperless service set to launch in early 2020)
- Providing ongoing LREC employee training to better serve stakeholders in technology utilization.

While recent ransomware attacks crippled multiple state agencies, your LREC emerged unscathed. Our commitment to internally upgrade our hardware and software systems to meet your needs continues to pay dividends!

When you receive your digital Christmas card from all of us at LREC with a reminder to complete your CE and renew by year end you will know that regulation and technology have met!

While technology is critical to us, may we all set aside our smart phones, iPads, and electronic gadgets at some point over the holiday season and just enjoy our friends and family. God bless.

Happy Holidays!

Richman Reinauer, Chairman

Meet Your New Commissioner

Paula Faye Adams-Duncan, a native of DeRidder, LA, moved to Lafayette in 1977. There, she earned a degree in Business Administration from the University of Louisiana at Lafayette. She also holds an Associate Degree as a Church Business Administrator from the Baptist Theological Seminary in Ft. Worth. She is the Owner of Paula's Tax & Notary Services and CEO of Duncan Enterprises, Owner of PFAD's Threads and the Owner/Broker of Duncan Realty Professionals, LLC.

Her designations include Certified Residential Specialist, Accredited Buyers Representative, Senior Real Estate Specialist, At Home with Diversity Specialist, Relocation Specialist, ePro and Broker Management.

She has served on the REALTOR® Association of Acadiana (RAA) Board of Directors since 2008 and was President of the Association in 2011. Duncan has served on RAA's Fair Housing/Equal Opportunity, Membership, Public Relations, Education, MLS, Professional Standards, Realtor Commercial Alliance, Budget and Technology committees as well as several task forces. She also served on the Joint MLS Committee for Lafayette and Baton Rouge. She was inducted into the RAA Honor Society in 2006. During her real estate career, she has received Beyond Excellence, Platinum, Silver and Bronze Awards for her Production every year since 2003. Duncan was honored to be the recipient of the Pat Olson Award in 2010.

A graduate of the Louisiana REALTORS® Leadership Program. Has served on the State Fair Housing, Information & Technology, Professional Development and Professional Standards committees and is also a past member of the Louisiana REALTORS® State Board of Directors. Served as a member of the Finance Committee and Program Review Committee for Louisiana REALTORS®.

Duncan has served as a member and officer of several organizations, including the American Institute of Professional Bookkeepers, National Association of Female Executives, National Association of Church Business Administrators, American Society of Notaries, Lafayette Commission on the Needs of Women, National Association of University Women, Board of Directors of 34WaysFoundation and the Lafayette Community Coordinator for the Foundation, Board of Directors of Habitat For Humanity, Board of Directors for the Gethsemane Christian Academy, She served as a leader in the Echoes of Encouragement Women Department of Gethsemane, work with the communication and social media department of Gethsemane Church of God in Christ. She is a board member of Gethsemane Training institute and Manager and Board of Directors for COGIC Credit Union, and an instructor for Gethsemane Training Institute.

Duncan has served her community through work with Habitat for Humanity and has been involved with the Lafayette Homebuyers Fair since 2004. She is also the co-founder of the nonprofit Ashmay Seeds of Abraham.

Duncan is the wife of a loving and supportive husband, William, the mother of two daughters, Aundrietta and Cherrelle. She also has a son-in-law, Christopher, and one grandson, Cohen Saint Paul.



Vice Chairman Rick Roberts swears in new Commissioner Paula Duncan.

Licensing

Renew Your License Now!

As a licensee, remembering to renew your license is of utmost importance. Your license is what allows you to buy, sell, and manage real estate on behalf of others in Louisiana. Having your license lapse officially removes those rights from you immediately. There is no grace period for renewal. **After midnight on December 31 your license expires.**

At that point, licensees are prohibited from practicing real estate for a commission or fee. Licensees still have until March 31 to renew their license, though delinquent fees do apply.

When a licensee continues to practice real estate after failing to renew their license on time they are violating Louisiana License Law. If an agent's sponsoring broker pays an unlicensed person commissions without verification of their license status they are violating Louisiana License Law. These violations of the law leave agents and brokers subject to censure, suspension/revocation, fines, or requirement of additional education.

Don't risk your license, renew on time!

- To renew your license(s) online, check your past payments, education record, or print out a paper renewal, you can log in to your MyLREC Portal by visiting the [LREC website](#).
 - Click on Current Licensees
 - Select your license type from the sidebar
 - Click on MyLREC Portal
 - Log on with your User ID and Password, which can be found at:
<https://lrec.gov/lrec-userpassword/>

Know Your Status

You can use the Individual Licensee Search and Brokerage Firm/Company Search tools on [lrec.gov](#) to check the renewal status of licenses. Each search result will include information on the current status of the license. While some license status categories are self-explanatory, further explanation is required of some, as indicated below:

- Pending enforcement** means that the renewal is blocked until you clear up an enforcement issue. Licensees can email enforcement@lrec.gov to address issues.
- 2020 Renewal application emailed to licensee** means that the renewal has been sent to the licensee for completion.
- Renewal application NOT processed due to ERROR** means that a renewal has been processed, but the license has not been issued due to errors such as missing documentation or fees.
- Ready to print** means that a renewal application has been received and processed by the LREC and the license is in the queue to print.
- Sponsor not renewed** means that the licensee's sponsoring broker has not completed their renewal.

Going Inactive?

We understand that there are times when you may need to place your license in the inactive status. Whether it be for travel, family obligations, or any other reason, the LREC aims to make it easy for licensees to transfer their license to the inactive status.

Inactive licensees cannot practice real estate, including the collection of referral fees. Although, inactive licensees may collect commissions on activities that were conducted while they were licensed in the active status.

It is important for those licensees wishing to transfer to the inactive status during the renewal season to understand the requirements.

Many licensees send in the License Transfer to Inactive Status form during the renewal period thinking this is all they need to do to place a license in the Inactive Status for 2020. This is incorrect! Submitting the form does not renew a license. Licenses in the inactive status must still be renewed each year.

If you would like to go inactive immediately, you must first complete the [License Transfer to Inactive Status form](#) to change your status. You will then need to renew your 2019 license for 2020 through the normal license renewal process (see previous page for steps). If you would like to go inactive effective January 1, 2020 you do not need to submit the form. Instead, use the 2020 renewal form, which includes a section that can be checked to indicate you wish to renew and transfer to the inactive status.

Inactive real estate licensees are not required to fulfill any education requirements or provide proof of Errors and Omissions Insurance to renew their inactive license.

Failure to renew an inactive license will result in the loss of your license.

Education Corner



Looking for last minute continuing education?

If you are trying to complete your 2019 education requirements before the December 31, 2019 deadline, the easiest place to find LREC-approved courses and course schedules is on StateReporting.com.

StateReporting.com provides a “Course Lookup” tool, which allows licensees to search for courses relevant to their license type that will fit their personal schedule.

The LREC has partnered with StateReporting.com to provide continuing education management services. The services provided by StateReporting.com are completely optional and free for licensees to use.

On StateReporting.com, licensees can find LREC-approved courses and course schedules and track their course completions on their education transcript. Licensees will still be able to view their current education transcript on the LREC website at [lrec.gov](#) by logging in to their MyLREC Portal.

Licensees should visit [www.StateReporting.com](#) to set up their free account and begin tracking compliance with the LREC's education requirements.

If you need any assistance with setting up your account or general questions about StateReporting.com please feel free to contact their customer support by calling (855)261-9808, emailing at support@statereporting.com, or taking advantage of the live chat feature on their website.

Continuing Education Requirements

All active real estate licensees must complete 12 hours of approved continuing education coursework, including any LREC mandatory course topic(s), each year to be eligible to renew their license for the next year. Continuing education courses are available through LREC-certified real estate vendors. A list of LREC-certified vendors, courses, and course schedules can be found on [StateReporting.com](#) under "Course Lookup."

MANDATORY COURSE TOPICS:

2019 Mandatory Course Topic – LREC Updates and Addenda (must be taken by all salespersons, associate brokers, and brokers)

2019 Broker Mandatory Course (must be taken by all associate brokers and brokers)

Mandatory course topic(s) must be completed through an approved LREC-certified real estate vendor prior to license renewal as part of the 12-hour continuing education requirement. A list of LREC-certified vendors, courses, and course schedules can be found on [StateReporting.com](#) under "Course Lookup."

These courses should not be confused with similar courses of the same name. Be specific and request the 2019 mandatory course topic(s).

Salespersons must take the above-listed mandatory course and eight hours of Commission-approved electives.

Associate brokers and brokers must take the above-listed mandatory courses and four hours of Commission-approved electives.

In the year issued, an initial licensee will only be required to complete the mandatory continuing education requirement mentioned above prior to renewing an active license. This does not relieve the licensee of the post-licensing education if it falls due within the year the license is issued.

Compliance Desk

Citations

The Regulatory Compliance Division issued 176 citations from September 5, 2019 to December 16, 2019. The list below outlines the specific violations cited:

RULE	VIOLATION	No.
LAC 46:LXVII.2501(F)	Failure to identify listing broker in advertisement	2
LAC 46:LXVII.2505(A)	Using advertising which is misleading or inaccurate	2
LAC 46:LXVII.907(B)	Failure to complete required post licensing education within 180 days	172

Adjudication Report:

A Salesperson operating in Bossier City was censured, suspended for 30 days, and ordered to pay a fine and administrative costs totaling \$2,575.00 for failing to account for property management funds (La. R.S. 37:1455(A)(4)), commingling the funds with personal funds (La. R.S. 37:1455(A)(6)), and failing to place the funds in the custody of his sponsoring broker (La. R.S. 37:1455(A)(17)). Order effective September 26, 2019.

Tech Tip

The 2020 Renewal Season officially began on October 15, 2019. Many of you have already renewed your license for next year... Yay! Gold Star. It's certainly a worry free feeling to know that you have avoided late fees and you are good to go for 2020! However, for those who have yet to renew, it's not too late to beat that December 31, 2019 deadline.

Important things to remember when attempting to complete the renewal process:

- Google Chrome or Firefox are the recommended browsers for online renewals
- iPads and iPhones are not fully compatible (Google Chrome will work on these devices but Safari browsers will not display properly and WILL NOT be supported)
- If using Microsoft Internet Explorer you must be in "Compatibility mode" (see Figure 1 below for further details)
- Your Invoice Summary will remain \$0.00 until you click "Renew License Here" and complete the renewal questions
- During credit card checkout process once information has been entered you MUST click the "I'm not a robot" box to proceed (see Figure 2)

If you are using Internet Explorer, follow these steps:

1. Click 'Tools' on your toolbar at the top of the page. If you do not see the toolbar press the 'ALT' key once.
2. Scroll down the Tools menu to 'Compatibility View Settings' and click to open.
3. In the top box type 'Louisiana.gov' if it is not already there and then click the 'ADD' button.
4. Louisiana.gov should now appear in the bottom box. You can close this window and proceed with your renewal.

The Invoice Summary box in the top, right-hand corner will remain \$0.00 until you have reached the final step of the renewal process. You will be given the opportunity to review/print your detailed invoice before you pay.

iPads and iPhones are NOT compatible with the online renewal process.

Figure 1: The image above was taken from the license renewal process. This is the very first page of the process that contains important information that is often ignored.

Payment Method

*Name on Card:

*Card Number:

*Expiration Date: * Month * Year

I'm not a robot


reCAPTCHA
Privacy - Terms

Figure 2: Credit card checkout process. "I'm not a robot" box must have green checkmark to proceed.



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