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Connections

Official Publication of the
Association of Texas Appraisers, Inc.



Dennis Crawford, ATA-R
ATA President

I hope everyone has been spared the wrath of nature as the Spring of 2016 unleashed one of the most record breaking rainfall events in recent memory. You folks in the Houston area appear to have been hit the

hardest with record rainfall and flooding. Governor Abbott recently declared a state of disaster in 31 counties. These events will no doubt create challenges for those of you who appraise in the areas affected. Hopefully, Mother Nature will give us a break from the rain and tornadoes and let us get back to our normal 80 hour work week.

Your ATA has had a busy Spring since our Mid-Year meeting in February. We held our Rio Grand Valley regional meeting on April 1st and 2nd at South Padre Island. There were two courses offered and on Friday afternoon the course "ABC's to Support Your Appraisal" was held. On Saturday, the "2016-2017 USPAP Update Course" was presented, both taught by Bobby Crisp.

On April 23rd, ATA traveled to Abilene and presented "ABC's to Support Your Appraisal". Coldwell Banker/Panian Mash offered their facilities for this meeting and Guild Mortgage furnished the snacks. We had a large turnout and I must add, I am so privileged to practice in an area, located in a small market, with a great group of seasoned appraisers who

will drop what they are doing to help one another out. This same course was presented in New Braunfels on May 13th and in Dallas on June 4th.

On May 20th the National Association of Appraisers held their Board meeting in San Antonio at the Doubletree Airport Hotel. Bobby Crisp and I were in attendance representing ATA. The ATA sits on the Board of Governors of the NAA and one topic of discussion during the meeting was, "What have the state coalitions been doing to grow their membership numbers and what are they doing to retain them." Our response was that the goal of the ATA has been to offer our membership affordable courses on issues that appraisers face on a day-to-day basis and provide them with the most up-to-date information available. For ATA, the fiscal year 2015/2016 happened to focus on the FHA Handbook 4000.1 update and the 2016-2017 USPAP update courses. I am proud to tell you that your ATA is envied by other state coalitions who would like to emulate the success we have achieved.

If you were unable to attend the courses offered in the previous locations, ATA will host the Houston regional meeting, June 17-18 and I encourage you to attend this meeting. We are expecting a full class so make your reservations early. This meeting will be held at the Holiday Inn Houston West-Energy Corridor (1112 Eldridge Parkway @ Enclave). At this meeting, the East Texas Outstanding Appraiser award will be presented to a much deserving recipient.

After the Houston meeting, our next ATA meeting will be our 11th annual year-end meeting in Austin. During that meeting, a

(Continued on page 2)



Upcoming Industry Meetings:

- June 17-18—ATA Houston Area Meeting
- June 17—ASB Public Meeting, Indianapolis, IN
- June 24—ABQ Public Meeting, Las Vegas, NV
- Aug. 5-6—ATA Annual Meeting, Austin, TX
- Aug. 19—TALCB Meeting, Austin, TX
- Sept. 11—NAA Board Meeting, Las Vegas
- Sept. 12 – State Appraisal Organization Leadership Meeting
- Sept. 12—NAA Membership Meeting, Las Vegas
- Sept. 12-14—Appraisal Summit & Expo, Las Vegas
- Sept. 30—TAFAC Meeting, Washington, DC
- Oct. 20—IAC Meeting, Washington, DC
- Oct. 21—ASB Public Meeting, Washington, DC
- Oct. 21-24—AARO, Washington, DC
- Nov. 3-5—The Appraisal Foundation Board of Trustees, San Antonio, TX

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From the President (con't)

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new President will be sworn in. I have been honored to have served as your President this past year and I want to thank you for your support of ATA. I also want to thank our ATA Board of Directors for their leadership in making ATA one of the most successful, respected associations in our profession.

Dennis

ATA Rio Grande Valley
Outstanding Awards
Winners Rachael and
Jose Zamora



New Members

Welcome New Members

The ATA President and Board of Directors would like to welcome our newest members:

- Carole Hamlin**, Harlingen
- Jason Hershey**, Sugar Land
- Cameron Norris**, Longview
- Jerry Ferguson**, Splendora



ATA Nominating Committee Report

The ATA Nominating Committee (which is comprised of Past-President Bobby Crisp, ATA-R, President Dennis Crawford, ATA-R and Vice President Curt Myrick, ATA-R) has finalized their work and are pleased to announce that the following individuals have been nominated to run for election to the ATA Board of Directors at the business meeting to be held on August 5th in Austin:

- **Laurie Fontana (East Texas)**
- **Ian Martinez, ATA-R, Santa Rosa (RG Valley)**
- **Ken Pruett, ATA-R, San Antonio (SC Texas)**



Board
of Directors

There will be three director positions to fill during the election as the terms of Diana Jacob, ATA-G, Rick Neighbors, ATA-R and Bobby Shafer, ATA-R will be expiring. Of course, nominations can also be made from the floor during the meeting. However, if you wish to

nominate someone at that time, please be sure to check with that person to be sure they are willing to be nominated. Thank you to all of the above members who have agreed to serve if elected, and good luck during the elections.

ATA's Houston Area Meeting—June 17-18

Don't miss the Houston Area Meeting at the Holiday Inn Houston West-Energy Corridor (1112 Eldridge Parkway @ Enclave).

Friday afternoon - 12:45 p.m. - 1:00 p.m. - *Welcome and Association Update*

Friday afternoon - 1:00 p.m. - 5:00 p.m. - *ABC's to Support Your Appraisal* (ACE and MCE* Approved) - 4 hrs continuing education. This course explores fundamental skills of developing a highest and best use, support for an opinion of site value, and a residential Sales Comparison Approach focusing on the evidence of support for adjustments. The text opens with the discussion of Uniform Standards of Professional Appraisal Practice (USPAP) and the Principles behind the Sales Comparison Approach and the adjustments. This is a 4 hour course that spends the majority of its time in these key areas:

1. Recognizing those USPAP Rules and Standards that play a role in the Residential Appraisal
2. Understanding the methods and techniques for site valuation
3. Recognizing and making determinations regarding central tendencies



4. Understanding and applying weighted statistical analyses
5. How to identify and develop of Economic Life and Effective Age from market data

Saturday - 8:00 a.m. - 4:00 p.m. - *2016-2017 USPAP Update Course*** (ACE and MCE* Approved) - 7 hrs continuing education. This course addresses:

- Revisions to the RECORD KEEPING RULE
- Revisions to STANDARD 3
 - Revisions to the Definition of Assignment Results and Confidential Information and to the Confidentiality section of the ETHICS RULE
 - Revisions to Reporting Standards
 - Other USPAP Edits
 - Retirement of all STATEMENTS ON APPRAISAL STANDARDS
- ADVISORY OPINION 33: Discounted Cash Flow Analysis
- ADVISORY OPINION 34: Retrospective and Prospective Value Opinions
- ADVISORY OPINION 7: Marketing Time Opinions
- ADVISORY OPINION 35: Reason-

able Exposure Time in Real and Personal Property Opinions of Value

- ADVISORY OPINION 36: Identification and Disclosure of Client, Intended Use, and Intended Users

These courses will also be taught by ATA's Chairman of the Board, Bobby Crisp, ATA-R.

A block of rooms has been reserved for attendees at the Holiday Inn Houston West - Energy Corridor. Sleeping rooms are \$79 plus tax per night for single/double rooms. Reservations must be received by Thursday, **June 9**. After this date, reservations will be accepted on a space and rate availability basis. Call (800) HOLIDAY and mention ATA to receive this discounted rate.

Use the registration form on page 10 to register or log on to <http://www.txappraisers.org/meetings.html>.



ATA Awards/Scholarship

Don't forget ATA's **Regional Outstanding Service Awards**. If you feel someone is deserving of one of the Awards, you can nominate them for an Outstanding Service Award. Here is a link for the guidelines and application form. <http://www.txappraisers.org/ATA%20Awards.pdf>. You can also self-nominate.

Also, if you'd like to nominate (or even self-nominate) for the **Pospisil Scholarship**, please click on this link for the guidelines, procedures and application. <http://www.txappraisers.org/Scholarship.pdf>. It only takes a couple of seconds to nominate someone.



"In order that people may be happy in their work, these three things are needed: They must be fit for it. They must not do too much of it. And they must have a sense of success in it." --John Ruskin

ATA Annual Meeting Education Conference

ATA will hold its 11th Annual Meeting and Education in Austin at the Holiday Inn Midtown, Holiday Inn Midtown, 6000 Middle Fiskville Rd, Austin, TX.

We will offer *TREC Legal II Update** (Separate Registration Fee) on Friday morning from 8:00 a.m. to Noon. This course is for those individuals with a real estate license.

The Annual Meeting and Education Conference will begin at 12:30 p.m. with a welcome from ATA's president Dennis Crawford, ATA-R.

The Friday afternoon CE portion will begin at 1:00 p.m. *TALCB and the Appraisal Profession-2016* will discuss:

- Who are We and What Do We Do?
- Complaint Process
- Investigation Process
- SOAH Hearing Process
- Common Issues Uncovered from Complaints
- AMC Related Issues
- Experience Audits
- Common Issues Uncovered from Experience Audits
- Common Ethics Issues
- New Developments (statute, rules, strategic planning and developments beyond Texas)

This session will be presented by TALCB staff members Troy Beaulieu (Director, Standards and Enforcement Services Division) and Mark Lee (Staff Attorney, Standards and Enforcement Services Division).

At 4:15 p.m. on Friday afternoon, we will hold the General Membership Meeting and election of three new directors.

We will also have a networking reception immediately following the General Membership Meeting.



On Saturday, we will offer *Residential Appraisal Review*. This course provides an overview of appraisal review and a discussion of applicable USPAP Rules, along with illustration of common errors and shortcomings commonly found by reviewers. STANDARD 3 is fully discussed along with applicable guidance offered by the Appraisal Standards Board. The course continues with an overview of the STANDARDS 1 and 2 appraisal development and reporting obligations. Finally, common mortgage industry appraisal and appraisal review forms are illustrated and discussed from a review perspective. Throughout, the course especially emphasizes best practices for a reviewer when developing opinions and conclusions regarding the quality of another appraiser's work.

This session will be presented by John Dingeman, a California, Nevada and Arizona Certified Residential Appraiser and registered Property Tax Agent (Arizona Only). John is the Chief Appraiser at Landmark Network a national Appraisal Management Company (AMC). He serves as Vice President of the National Association of Appraisers and as the Past-President for the Coalition of Arizona Appraisers (CoAA). He has extensive experience in the appraisal of single family dwellings, small income producing properties, and vacant land; and as an FHA appraiser, he specializes in HUD/REO properties. He additionally serves or has served in the community as Board Member to the Arizona Office of Manufactured Housing, Past-President of

his homeowner's association, village planning committee, stakeholder committee for a freeway project, and Past-President of a charitable organization called Arizona Helping Hands. Dingeman has assisted in the development of continuing education course materials approved by the Arizona and

California and has instructed appraisal, assessor, mortgage loan origination, and real estate sales classes.

A block of rooms has been reserved for ATA meeting participants at the Holiday Inn Midtown. Sleeping rooms are \$99 (plus tax) per night for single/double. Reservations must be received



by July 15, 2016. After this date, reservations will be accepted on a space and rate availability basis. Call (888) 300-6273 and mention 2016 Annual Meeting and Education Conference. Reservations must be canceled by

4:00 PM, 24 hours before the day of arrival or the first night of the stay will be charged.

These courses will be submitted for 11 hours of ACE/8 hours of MCE**. Full attendance is required for each session to receive the allocated ACE/MCE hours. No exceptions.

The fee (\$125 members/\$250 non-members) includes the Friday and Saturday education sessions, reception, dinner, one continental breakfast, three breaks and one luncheon.

Please use the registration form on page 11 to register for this meeting.

A big thank you to our meeting sponsors and exhibitors:

Gold Sponsors and Exhibitors:



Silver Sponsor and Exhibitor:



Exhibitors:



*Provider #0001

**ACE and MCE Approval Pending, Provider #9974



ERRATA

2016-2017 Edition of USPAP

June 1, 2016

Please note the following typographical errors in the 2016-17 edition of *Uniform Standards of Professional Appraisal Practice* (USPAP).

Standards

1. Page 34: At line 1075, insert the following as bullet point (ii) to Standards Rule 3-5(i):

(ii) if applicable, state the effective date of the reviewer's opinion of value;

As a result, Standards Rule 3-5(i)(ii) as shown in the document now becomes 3-5(i)(iii), and 3-5(i)(iii) as shown in the document now becomes 3-5(i)(iv).

Advisory Opinions

2. Page 95: On line 140, change "SR 2-2(a) and (b)(x)" to "SR2-2(a) and (b)(xi)."
3. Page 114: On line 52, change the reference for Standards Rule "3-3" to "3-6."
4. Page 198: On line 23, add "at the time of the assignment" at the end of the definition of INTENDED USE.

On line 26, add "at the time of the assignment" at the end of the definition for INTENDED USER.

Frequently Asked Questions

5. Page 309: On the last sentence of the page, change the reference from Standards Rule "1-4(h)" to "1-4(f)."

The Appraisal Foundation regrets any confusion caused by these errors. Please contact John Brennan, Director of Appraisal Issues at 202-624-3044 or Aida Dedajic, Standards Administrator at 202-624-3058 with any questions.

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USPAP Issues—Update of a Prior Appraisal

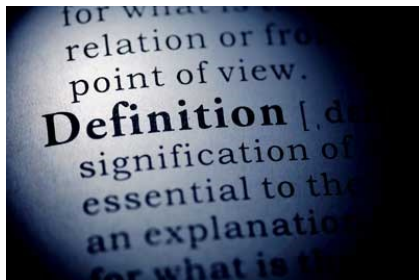


Bobby Crisp, ATA-R
AQB Certified USPAP
Instructor #45584 & ATA
Chairman of the Board

USPAP defines “Assignment” as “An agreement between an appraiser and a client to perform a valuation service.” The use of the singular words of “a” and “an” are very important here.

USPAP defines “Valuation Services” as “services pertaining to aspects of property value. Comment: Valuation services pertain to all aspects of property value and include services performed both by appraisers and by others.”

Scenario: A new client has contacted you asking for an Appraisal Update of an appraisal performed eight months ago. The new request form says “please provide on the Form 1004D”. You performed a valuation service for the original client, who is also the original intended user. That assignment is complete. This request from a new client is another valuation service. Based on the definition, this is a new assignment.



The next issue is: how is the new assignment to be reported? Can the 1004D be provided to this new client? Advisory Opinion 3 (AO-3) discusses “Update of a Prior Appraisal”.

On page 83 Lines 51 thru 77, there is discussion on Reporting Requirements. There are 3 options:

Option 1: Provide a new report that contains all necessary information/analysis to satisfy the applicable reporting requirements, without incorporation of the prior report by either attachment or reference.

Option 2: Provide a new report that incorporates by attachment specified

information/analysis from the prior report so that, in combination, the attached portions and the new information together satisfies applicable reporting requirements.

Option 3: Provide a new report that incorporates by reference specified information/analysis from the prior report so that, in combination, the referenced portions and new information added satisfies the applicable report requirements.

Option 1 – provide a new report (i.e. 1004 or some other format)

Option 2 – provide a new report attached to the original (i.e. 1004D and others that provide new information/analysis necessary)

Option 3 – provide a new report referencing the original (i.e. 1004D and others that provide new information/analysis necessary)

The problem with Option 3 is that there are specific requirements in order to use this option. This option can ONLY be used if the original appraiser’s firm and original intended users are involved. Since our example indicates that there is a new client (who is not the original intended user), Options 1 or 2 are the only choices.

SO – YES, a 1004D can be provided in a new assignment such as this. BUT, the original appraisal report will have to be attached since it was performed for someone else originally. An Appraiser must be sure to protect any confidential information that may have been provided for that original assignment. If the original report includes any confidential information, its disclosure in the new report to a different client or intended user might violate the ETHICS RULE.

Note: FHA does not allow the 1004D to be used to update an appraisal when ordered by a lender who is not identified as an intended user.

The new client may say that they have a copy of the original report. That may be so, but is it the exact same

one you provided to your original client? Could some pages be missing? Was the original report altered in some manner? These are things you do not know and should not rely on the answers provided by the new client. Remember: They are not bound by the same rules as Appraisers. To ensure they have a true and correct copy of the original report, you must attach the original report to the new report.

In that this is a new assignment, you will need to perform a new appraisal. The report can be on the 1004D. But, a new analysis is how you will be able to answer the question regarding the value declining or not. Answering that question is an appraisal in itself. See FAQ 199 to USPAP.



Don't forget – regardless of which option is used, a new 1004MC is also required. The example is a new assignment having a new effective date (the reason for the request is to “update” the old/previous appraisal). Disclosure of prior services in the past three years is required. You will also need a signed certification. There are only 4 certification items on the 1004D. FAQ 269 discusses using the 1004D and specifically addresses a signed certification. It says: “the signed certification must be similar in content to that required in Standards Rule 2-3. If the certification included on the preprinted form does not cover all the points required in Standards Rule 2-3, the appraiser must supplement the certification.”

Food for thought!

When Talking About "Value", Choose Your Words Carefully



Doug Oldmixon, TALCB
Commissioner

"What do you think this property is worth?" All of us who are in the real estate profession have been asked this question hundreds of times. You try to answer it for a customer or cli-

ent each time you do a Comparative Market Analysis (CMA) or a Broker Price Opinion (BPO). As a license holder, you are allowed to perform this task in the name of the broker as a distinct service and for a separate fee. This is a very particular skill you can learn to do competently. But when you do so, be careful to ensure you stay clearly within your area of expertise – and do not exaggerate the skill you've developed. Real estate brokers and sales agents do not offer "opinions of value" – that area of expertise requires an appraiser license in Texas. So there is no such thing as a "broker opinion of value" (BOV) in Texas!

Real estate professionals should avoid using the term "value" without an appropriate prior qualifier that makes it very clear to your

audience that you are not offering "an opinion of value"; that is the legal definition of an appraisal.

Now before you get upset about this, realize that clearly establishing your area of expertise is one of the requirements of your professional license. Your license allows you to perform many skilled tasks associated with real property analysis, marketing, sale and transfer, but it also requires you to perform these tasks competently, that is, with a minimum level of expertise. And to refrain from engaging in activities – even those permitted by your license – if you have not developed that expertise. For example, you would never attempt to complete a 1031 Exchange without acquiring the knowledge and skill to do so competently. And your license also does not allow you to trespass into other real estate transaction-related tasks which require separate and distinct licenses. You already know and accept this.

Competence and Licensing

You may be a great contract negotiator, but you know you cannot write substantive provisions into a client's

contract unless you have a law license. You may be a very skilled closing or escrow counselor, but you cannot perform certain escrow or closing tasks without an escrow agent or law license. You may be highly accomplished at estimating mortgage qualifications for customers or clients, but you cannot underwrite and originate a loan without a mortgage loan originator license. Similarly, you may have tremendous skills in estimating the likely sale price of a home, and

even more so in the marketing strategy of recommending a listing price based on that analysis, but that is clearly not the same as the detailed process used to establish a "market value" for purposes of collateralizing a mortgage loan. Es-

establishing a "market value" requires adherence to the Uniform Standards of Professional Appraisal Practice (USPAP). And in Texas – like in most states – performing that task requires an appraiser license.

As you are likely aware, as a license holder you are allowed to create a CMA or a BPO relating to the estimated price of real property as part of the ordinary course of business if the

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Guild Mortgage Co. Acquires AmeriPro Home Loans

Guild Mortgage Co. in San Diego has purchased Austin, Texas-based AmeriPro Home Loans. According to a statement issued by Guild, the acquisition will make the lender/servicer "one of the largest independent mortgage banking companies in Texas." In the first quarter, Guild Mortgage ranked 26th nationwide among all residential funders, according to exclusive survey figures compiled by Inside Mortgage Finance.



Through the deal, Guild will add new branches in Oklahoma, Florida, Colorado, California and Utah. In 2015, AmeriPro produced \$750 million in loan volume; Guild noted in a press release Monday that the deal will make it "one of the largest independ-

ent mortgage banking companies in Texas."

"AmeriPro provides Guild with market leadership in the state of Texas," Guild President and Chief Executive Ann McGarry said in the release. "This is an important step in our growth plan."

The merger is expected to close July 1.

Choose Your Words Carefully (con't)

(Continued from page 7)

analysis, opinion or conclusion is related to the actual or potential management, acquisition, disposition or encumbrance of an interest in real property. Most importantly, the CMA or BPO cannot be referred to as an appraisal, and you are required to use a disclaimer that specifically informs the user or reader that this is not an appraisal and was not developed following the guidelines in the Uniform Standards of Professional Appraisal Practice (USPAP). See Tx Occup Code Sec. 1101.102(1)(A)(xi) and Title 22 TAC Sec. 535.17.

Precision Offers Protection

While there are certainly instances where the term “value” is used generically in the realty marketplace, as professionals, we are required to be more precise in our language. This is especially true in our advertising which tends to use simple and brief terminology. We know how to do this – we already do it all time. We differentiate between brokers and sales agents, and between REALTORS and other license holders, even when our clients may not fully comprehend the implications of the distinction. We explain the difference between a customer and a client, to ensure either party does not misunderstand the scope of professional assistance we can offer. We carefully distinguish between “tax value” and “market price” to ensure our clients are both realistic and fully informed. To serve our clients competently – and to avoid misleading them, it is required that we are also able to clearly explain the difference between

“sale price” and “market value”.

Price vs Value

To start, a sale “price” is the amount of money that the buyer agrees to pay for, and for which the seller agrees to transfer, the property – think of it as the “exchange” price. Based on a widely variable set of determinate and indeterminate factors, this amount may be very close to, or very far from, the “market value” of a property. “Price” is just one element to be taken into consideration when determining “market value”. Often it can be the most predictive element, but that does not make it equivalent.

What about the potential for a change in property use? Or the zoning classification? What about an easement or some other key entitlement or restriction? Would any of these variables affect market value? Of course they would! Without a detailed analysis performed under recognized methods and techniques, and using current data to consider all three major approaches to value – income potential, comparable sales and replacement costs, and then reconciling those relevant results, a fair “market value” cannot be reliably determined. And these skills are precisely what an appraiser is trained to do.

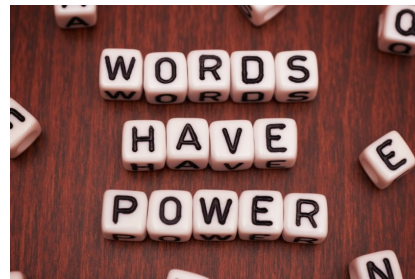
And this is why the lending community relies almost exclusively on an ap-



praisal report to estimate the “market value” of the collateral property when making a mortgage loan. A BPO just won't cut it. There are many circumstances for which a CMA or a BPO provide the kind of information needed to assist an owner or the owner's agent in evaluating the options for dealing with a specific property – versus the structured, detailed analysis provided by an appraisal report. But that does not make them equivalent. A BPO or CMA is not a comprehensively sufficient analysis to establish “market value”, though it may be done competently enough to support a likely sales price prediction or a listing price marketing strategy.

The Take-Away

So, unless you hold a current appraiser license, the next time someone asks you “What do you think that property is worth?”, choose your words carefully when you answer. “In today's market, I think it would sell for \$XX” is always a more appropriate response for a real estate professional – broker or sales agent. The most professional approach is to simply avoid using the term



“value” without an appropriate prior qualifier that makes a clear distinction that you are not offering “an opinion of value” - which is the legal definition of an “appraisal” in

Texas, and requires an appraiser license to do competently and legally.

Story reprinted with permission from the Texas Appraiser Licensing and Certification Board

TALCB Corner

Mark Your Calendars:

The next TALCB meeting is scheduled for August 19th at 10:00 am. The meeting will be held at:

Stephen F. Austin Building, Room 170
1700 North Congress
Austin, TX 78701

If you are not able to attend, log on to www.talcb.texas.gov and click on the

live streaming button.



A Dentist, a Surgeon and a Head Chef



Bryan Reynolds

A Dentist, a Surgeon and a Head Chef Bryan S. Reynolds May 13, 2016

It has been noted that appraisers often wear multiple “hats” to maintain a successfully running business. But is this the best use of their time to

benefit them, their employer, or customer? There are many tasks that business owners can delegate to others. Appraisers should take a lesson from some other common professions on how their skills are best being used.

The Dentist

Think about when you visit a dentist. When you call to make the appointment do you speak to the dentist? No, you talk to a scheduler. After relaxing, because we all relax when going to the dentist, in the waiting room for a bit and the door opens and they call you back, is that the dentist? No, it's an assistant. If you are there for a cleaning does the dentist do that? No! Well who does? A qualified, trained, skilled licensed dental hygienist performs that task. So what in the world is the dentist doing? Don't say he or she is on the golf course. While they could be, they are more likely sticking to the tasks only they can do. The extractions, ouch! Maybe the root canals, fillings, crowns and so on. They are performing the highly skilled tasks that only they can do which represents the Highest and Best Use of the dentist's time.

The Surgeon

What does a doctor, who specializes in surgery, do? Let's examine the normal routine of a heart surgeon. His hands are found in the chest of a patient fix-

ing their heart. What does he do immediately after repairing this patient's heart? A surgeon doesn't typically close, wake the patient up, wheel them back to their room or bring them their lunch tray. Other folks do those tasks. The surgeon immediately scrubs and puts his hands in another patient's chest to fix them. The Highest and Best Use of the surgeon is to perform surgery, not all the other items that contribute to the success of the surgical process.

The Head Chef

I'm not sure how a Chicago Bears fans puts up with a Green Bay Packers Fan but somehow we make it work. During a trip to Chi-Town to see the rival game we ended up on Navy Pier and decided to splurge on a fancy meal. It was quite impressive as we had a waitress, waterboy, and wine steward. There were busboys and I was extremely impressed with the table setter (or whatever the official name is), as he never stopped working. He was truly an artist at spreading the tablecloth with precision – straight sharp lines – and placing the plates, utensils, and glassware with expertise – ready for the best of guests. After dinner, on our way out, I stopped by the hostess stand where three hostesses greeted me. When I asked to see a manager one immediately responded there were two managers working and she would secure one for

me. When the concerned manager approached, extending his hand and offered to solve a problem I didn't have, he was elated to learn I wanted to compliment his staff on the outstanding service and food. He was shocked and said, “We never hear that.” He went on to say when he's requested it's normally something bad.

He thanked me. I expressed that his operation appeared to be a well-oiled machine. I said, “I see waiters/waitresses, wine stewards, water servers, bus boys, table setters, food preppers, food runners and sous chefs.” He said, “Yes we have a great team.” I pointed out the three hostesses, the other manager. I said, “I only have one remaining question. How many Head Chefs do you

have?” His answer, “Only One.”

The Examination of a Good Recipe The Highest and Best Use of these professionals' time is the use that generates the highest return. It is the best use that not only benefits them, or their employer, but also the customer. Appraisers should consider doing the same thing. If you do everything in your practice, realize some of the duties you are performing are at a minimum wage rate. Answering the phone and pulling deeds is clearly not the Highest and Best Use of your time. It does not result in the highest return and I am not speaking of just the best benefit for you. Clients will be better served if you can focus on things only you can do. Most appraisers report it is difficult these days to get one appraisal out the door each day. Soon practitioners will not be able to meet the needs of their clients.

Consider automating your systems whenever possible. Many of my students utilize one monitor. I encourage them right there in class to go out, buy a second monitor and hook up that same night – right after class. You will be so glad you did. One student just as of the date of this writing said he was going by the office supply store tonight to buy a second monitor and give it a try. I assured him within minutes he will be glad he did and if not I would

(Continued on page 12)



Association of Texas Appraisers - Meeting Registration Form

Houston Meeting

June 17-18

Name: _____ Name for Badge: _____
Address: _____ E-Mail: _____
_____ Phone: _____

Early Bird Fee (Before June 3 with and with out the USPAP Document):

Member	\$125/195
Non-Member	\$250/320
Guest Lunch (not for attendees)	\$20

After June 3 with and with out the USPAP Document):

Member	\$145/205
Non-Member	\$270/340
Guest Lunch (not for attendees)	\$20

Total Due \$ _____

Mail Registration and Payment:

Association of Texas Appraisers

13530 Escort Drive
San Antonio, TX 78233

Register and Pay On-line:

www.txappraisers.org (Scroll down on the home page and select the appropriate meeting. Go to the bottom of the meeting page and it will take you to Pay Pal.)

Registration form and payment must be received by June 13. No refunds after June 13.

For more information, contact:
Teresa Walker at (210) 837-7123
(info@txappraisers.org)

Schedule

Friday, June 17

11:30 a.m.	Registration
12:30 p.m. - 1:00 p.m.	Welcome and ATA Update
1:00 p.m. - 5:00 p.m.	<i>ABC's To Support Your Appraisal</i>

Saturday, Saturday June 18

7:30 a.m.	Breakfast
8:00 a.m. - Noon:	<i>7 Hour USPAP Update</i>
Noon - 1:00 p.m.	Lunch (included with your registration fee)
1:00 p.m. - 4:00 p.m.	<i>USPAP Update (con't)</i>

Don't forget to make your **Hotel Reservations**.

A block of rooms has been reserved for attendees at the [Holiday Inn Houston West - Energy Corridor](#). Sleeping rooms are \$79 plus tax per night for single/double rooms. Reservations must be received by Thursday, **June 9**. After this date, reservations will be accepted on a space and rate availability basis. Call (800) HOLIDAY and mention ATA to receive this discounted rate.

Association of Texas Appraisers - Meeting Registration Form

11th Annual Meeting and Education Conference, Austin, TX

August 5-6, 2016

Name: _____ Name for Badge: _____
 Address: _____ E-Mail: _____
 _____ Phone: _____

July 21 and before:

Member	\$125
Non-Member	\$250
Guest Lunch (not for attendees)	\$20

After July 21:

Member	\$145
Non-Member	\$270
Guest Lunch (not for attendees)	\$20

Member TREC Legal Update II	\$30
Non-Member TREC Legal Update II	\$40

Total Due \$ _____

Mail Registration and Payment:

Association of Texas Appraisers
 13530 Escort Drive
 San Antonio, TX 78233

Register and Pay On-line:

www.txappraisers.org (Scroll down on the home page and select the appropriate meeting. Go to the bottom of the meeting page and it will take you to Pay Pal.)

Registration form and payment must be received by Aug. 1. No refunds after Aug. 1.

For more information, contact:
Teresa Walker at (210) 837-7123
info@txappraisers.org

Schedule

Friday, August 5

7:30 a.m.	Registration
8:00 a.m. - Noon	<i>TREC Legal Update II</i>
12:30 p.m. - 1:00 p.m.	Welcome and ATA Update
12:30 p.m. - 1:00 p.m.	Welcome and ATA Update
1:00 p.m. - 5:00 p.m.	<i>TALCB and the Appraisal Profession-2016</i>

Saturday, August 6

7:30 a.m.	Breakfast
8:00 a.m. - Noon:	<i>Residential Appraisal Review</i>
Noon - 1:00 p.m.	Lunch (included with your registration fee)
1:00 p.m. - 5:00 p.m.	<i>Residential Appraisal Review (con't)</i>

Don't forget to make your **Hotel Reservations**.

A block of rooms has been reserved for ATA meeting participants at the Holiday Inn Midtown. Sleeping rooms are \$99 (plus tax) per night for single/double. Reservations must be received by **July 15, 2016**. After this date, reservations will be accepted on a space and rate availability basis. Call (888) 300-6273 and mention group name 2016 Annual Meeting and Education Conference. Reservations must be canceled by 4:00 PM, 24 hours before the day of arrival or the first night of the stay will be charged.

A Dentist, a Surgeon and a Head Chef (con't)

(Continued from page 9)

buy the monitor from him. Consider the use of a tablet in the field; hire an assistant or maybe two or three. Lenders and AMC's need to lighten up and let appraisers train competent folks and let them take over some of the appraisal duties. Let's examine industry used pre-printed forms and encourage an overhaul. I mean how many lenders have ever denied a loan based on a bathroom wainscot? Can't

we eliminate the silliness out of the forms?

Shouldn't the appraiser focus on what only they can do? Others can do many of the functions that appraisers do on a daily basis that doesn't require an appraiser's certification, like answering the phone and scheduling appointments, and doing research. The appraiser should probably concentrate their time on the analysis. Stay in the operating room conducting the surgery

(analysis) and then do another. Don't waste your valuable time taking a patient their lunch tray. THE HIGHEST AND BEST USE OF THE APPRAISERS TIME IS SPENT IN THE OPERATING ROOM.


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