

GM 708

Measure Title: Submitting for consideration and confirmation to the Real Estate Commission, Gubernatorial Nominee, ALETA KLEIN, for a term to expire 06-30-2021.

Report Title: Real Estate Commission

Description:

Companion:

Package:

Current Referral: CPH

Introducer(s):

**PRESENTATION OF THE
REAL ESTATE COMMISSION**

TO THE SENATE COMMITTEE ON
COMMERCE, CONSUMER PROTECTION, AND HEALTH

TWENTY-NINTH LEGISLATURE
Regular Session of 2017

Friday, April 7, 2017
9:00 a.m.

TESTIMONY ON GOVERNOR'S MESSAGE NO. 708.

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
AND MEMBERS OF THE COMMITTEE:

My name is Nikki Senter and I serve as the Chairperson of the Real Estate Commission ("Commission"). I thank you for the opportunity to present testimony on Governor's Message No. 708, regarding the **reappointment** of Aleta Klein to the Commission. The Commission strongly supports the confirmation of Ms. Klein's reappointment.

Ms. Klein has been and continues to be an outstanding contributor and participant in the work of the Commission. She has served on the Commission as a broker member from the County of Honolulu for the past four years.

Ms. Klein's commitment to public service has been outstanding as demonstrated by her attendance of 113 of 129 Commission meetings. She is always well prepared for each issue and each meeting, devoting a number of hours studying and researching materials. She has a keen knowledge of all the laws and rules that affect the Commission's work.

For these reasons, the Commission strongly supports the confirmation of Ms. Aleta Klein to the Real Estate Commission, and thanks you for the opportunity to testify on Governor's Message No. 708.

April 7, 2017

The Honorable Rosalyn H. Baker, Chair

Senate Committee on Commerce, Consumer Protection, and Health
State Capitol, Room 229
Honolulu, Hawaii 96813

RE: GM 708, Submitting for consideration and confirmation to the Real Estate Commission, Gubernatorial Nominee, ALETA KLEIN, for a term to expire 6-30-2021.

HEARING: Friday, April 7, 2017, at 9:00 a.m.

Aloha Chair Baker, Vice Chair Nishihara and Members of the Committee:

I am Myoung Oh, Government Affairs Director of the Hawai'i Association of REALTORS® ("HAR"), the voice of real estate in Hawai'i, submitting testimony on behalf of its 9,200 members in Hawai'i. HAR supports the confirmation of Aleta Klein to the Real Estate Commission.

Ms. Aleta Klein has been a licensed REALTOR® in Hawai'i since 1978. Starting as a REALTOR®-Associate with Chaney Brooks and Company, Conley Dew, Ltd., and Coldwell Banker, her dedication and expertise allowed her to open her own real estate company as President and Principal Broker of KleinCo, LLC in 2002.

HAR has been very fortunate to have Ms. Aleta Klein as an active member who generously volunteers her time and talent. She has served as Treasurer and Treasurer-elect, Member of the Board of Directors and Finance Committee, chaired and served as a member of the HAR Standard Forms Committee, and served on numerous other Task Forces. Her experience, leadership, and problem-solving skills will be invaluable to the Real Estate Commission.

Furthermore, Ms. Aleta Klein has a commitment to knowledge and education. She holds several REALTOR® designations, including the Graduate REALTOR® Institute (GRI) and Certified Residential Specialist (CRS) designation.

For the above reasons, HAR requests the Committee's favorable consideration and approval of Ms. Klein confirmation to the Real Estate Commission.

Mahalo for the opportunity to submit testimony.

March 31, 2017

To: The Honorable Rosalyn H. Baker, Chair
The Honorable Clarence Nishihara, Vice Chair
Members of the Senate Committee on Commerce and Consumer
Protection

From: Laurie A. Lee
Principal Broker – Pacific Island Realty, LLC
Real Estate Commission – Current Oahu Broker Commissioner

Re: GM708; Testimony in **Support** of the Confirmation of Gubernatorial
Nominee, Aleta Klein for Real Estate Commission
April 7, 2017 at 9:00 a.m., Conference Room: 229

Aloha Chair Baker, Vice Chair Nishihara and Members of the Committee:

I am pleased to submit this letter in strong support of the nomination of Aleta Klein to sit on the Real Estate Commission. For each of our meetings, Ms. Klein comes well prepared and delves deeply into each of the issues that comes before the Commission so there is clear understanding of issues. Ms. Klein brings with her a wealth of knowledge and experience in the areas of Continuing Education and dispute resolution and has a broad view on the real estate industry and hot topics nationally that may impact our local industry. She has been an invaluable member of the Real Estate Commission during her tenure.

For those reasons above, I respectfully urge your Committee's support to confirm Ms. Klein's seat on the Real Estate Commission. Thank you for your time and consideration.

Laurie A. Lee
Principal Broker
Pacific Island Realty, LLC
1100 Alakea Street, 27th Floor
Honolulu, Hawaii 96813
(808) 521-4009



March 31, 2017

Re: Nomination #GM708

To Whom It May Concern,

It's my absolute pleasure to provide this testimony in favor of the reappointment of Aleta Klein to the Real Estate Commission.

Aleta and I have been personal friends as well as co-workers in Real Estate for 20 years and I have come to know her as a truly valuable asset to the industry. She is honest, ethical, dependable, and incredibly hard-working. Beyond that, her knowledge, expertise, and passion for caring for the public and our industry is most impressive.

I have witnessed Aleta's work not only in residential real estate sales and property management, but also in her training as a mediator. On too many occasions to number, she has taken the time and effort to share with me and the Real Estate community tools to foster positive discussions seeking resolution of difficult situations and has the ability to bring out the best in others. She is a true mentor, and we are lucky to have her contributing her valuable skills and knowledge to our industry.

As a dedicated and knowledgeable contributor and an all-around great person, I know that Aleta will continue to be a benefit to the Real Estate Commission.

Sincerely,

A handwritten signature in cursive script that reads 'Sheryl J Messamer'.

Sheryl J Messamer (RA) CPM, SRES (RS-57847)
Co-Owner, Director of Operations
Properties of the Pacific, LLC

From: [Bruce Faulkner](#)
To: [CPH Testimony](#)
Subject: Testimony GM708
Date: Thursday, March 30, 2017 12:47:56 PM

TO THE HONORABLE ROSALYN H. BAKER, CHAIR,
AND MEMBERS OF THE COMMITTEE:

My name is Bruce Faulkner, I am one of nine commissioners serving on the Hawaii State Real Estate Commission. I am very pleased to submit this letter in support of the confirmation of Aleta Klein as a commissioner on the Real Estate Commission. Mrs. Klein has served on the Commission as an interim member since July 16, 2014 so it will be good to have her appointed to her first full term. Her attendance at the Commission meetings has been excellent. She comes prepared for each meeting and has demonstrated her knowledge of real estate as it affects the Commission's work. I have been impressed by her understanding of the issues, sense of fairness and dedication to the goals of the Commission. Mrs. Klein is an experienced real broker in charge of her own real estate company on Oahu and is also a trained mediator.

For the reasons above, I respectfully urge your Committee's support to confirm Mrs. Klein to a seat on the Real Estate Commission.

Thank you for your time and consideration regarding this appointment.





GM708

Aloha,

Bruce R. Faulkner (R), Broker, ePRO, GRI, SFR
License # RB-16836
Realtors® Association of Maui, **President** 2010
Realtors® Association of Maui, **Realtor/Broker of the Year 2014**
Hawaii State **Real Estate Commissioner** 2012, 2013, 2014, 2015, 2016,2017

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SCOTT C. ARAKAKI

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April 4, 2017

Via email (baker4@capitol.hawaii.gov)

Re: GM 708 Real Estate Commission Nominee ALETA KLEIN
Hearing: Friday, April 7, 2017 at 9 a.m., Room 229

Dear Chair Baker, Vice Chair Nishihara, and Members of the Committee Commerce, Consumer Protection, and Health:

I am the Vice Chair of the Real Estate Commission and strongly support the nomination of Aleta Klein for a second term on the Real Estate Commission.

It has been a true honor to serve on the Commission with Commissioner Klein. She brings a wealth of real estate knowledge to the Commission and is always prepared for meetings. She listens with compassion, asks good questions, and is willing to take a stand for justice and the protection of consumers.

Also, whenever asked, Commissioner Klein is always willing to assist fellow Commissioners and the Real Estate Branch on different projects and/or issues. Commissioner Klein is an asset to the Commission and to the State of Hawaii and should be confirmed for a second term on the Commission.

Sincerely,



SCOTT C. ARAKAKI

SCA:mp

GM708

Aleta Klein: Real Estate Commission

(1) Why do you want to be a member of the Board?

For the past 39 years I have been an active and successful real estate licensee in the State of Hawaii. I love my profession; it is wonderful to help people make their dreams of home ownership come true! I also want to give back to the community in many ways. Continuing my service on the Commission will provide me with the opportunity to improve professional standards for licensees, while at the same time protecting the public, which places its trust and faith in us. The industry is constantly evolving: new questions and challenges to the standards of service and practice arise daily. Legal requirements change; thus, monitoring and understanding the effect of these changes is vital to professional accountability and the protection of consumers.

(2) What do you perceive are the roles and responsibilities of a member of the Board?

The Commission derives its mission from the enforcement of applicable statutes and rules. Serving as a Commissioner since July of 2014, I see our role as maintaining and improving the practice level of licensees. We serve to insure that consumers may choose competent professionals. The REC has oversight for testing, education and continuing education. The Commission works to review proposed courses and tries to ascertain courses and materials that are relevant and sourced from competent providers. The Commission is charged with the administration of admission to the practice and enforcement of the laws and rules that protect the consumer and insure the quality of licensee-provided real estate services. I believe it is important to develop a receptive and focused ear in order to hear the concerns expressed by the public.

(3) In what ways do you feel that you can help protect the consumer?

Consumers who place their trust in licensed professionals are entitled to rely on those licensees to be knowledgeable, ethical, responsible, and diligent. Sales agents are the consumer's guide through the complex process of purchasing real estate. The Commission oversees licensing of all potential agents and entities involved in the practice of real estate. The Commission must continue to lead the way by encouraging effective and current continuing education programs; by being attentive and responsive to the licensing process; by providing important input on legislative measures that promote consumer protection; by promoting a high level of quality service; and by insuring that regulatory statutes are fairly enforced.

(4) Given your understanding of the roles and responsibilities of a Board member, why do you believe that you are qualified for the position? Please

include a brief statement of your skills, expertise and knowledge that would aid you as a member of the Board.

I feel qualified to serve due to my extensive background in the industry. My service includes eight years on the Standard Forms committee, six years on the Professional Standards Committee, member of the Board of Directors for HAR; HAR Treasurer; and other industry related experience. For 39 years I have practiced as a profitable and successful full time broker, which has given me so much perspective and balance. My skills as a mediator, foreclosure commissioner, and my body of committee work bring perspective and practical knowledge to all that I do. My experience as a member of various sized companies starting with a mid-sized” boutique” firm, to a large brokerage firm, and now as the owner of my own small firm gives me perspective on the concerns of these various sized real estate companies. I have a spotless record and have practiced ethically, with integrity, since being licensed in 1978. I am familiar with HRS Chapter 467 and the HAR Rules.

(5) What do you hope to accomplish during your term of service

I hope to continue to be an active member of the Commission and be involved in all of the responsibilities and tasks required of me. My overall mission is to continue to work on educational issues, such as maintaining the Commission's emphasis on Continuing Education, and becoming more involved in trying to bridge, through education and constructive dialogue, the apparent difficulties between AOAOs and individual condominium owners. I am particularly interested in tracking trends in other states that may inform our practice in Hawai'i. We should always be studying trends in the industry and the potential benefits or adverse effects these trends may have on Hawai'i's consumers. Additionally, the law of agency is under scrutiny and we need to be wary of changes that may not bode well for the public. These areas are of interest to me.

(6) Name three qualities that best describe you and how these qualities will benefit the Board.

I am hardworking, inquiring, and fair minded. I am reputed to be a person who asks questions, is tough minded, but balanced by compassion and practicality. My downside is that I am candid, discerning, honest, frank and perhaps not too political. I believe these qualities and my skills as a mediator for Mediation Center of the Pacific give me balance in both my real estate practice and committee work (and life!).

(7) Name a previous experience you've had that will be beneficial as a Board member.

I believe my career experiences as an active professional, involved as a seller's agent, buyer's agent, dual agent and an agent associated with different size firms

provide valuable perspective. My practice has enabled me to be involved in all facets of representing clients, hearing, seeing and dealing with their concerns. I guess you could say I have spent a lot of time in the "trenches". I have a thorough knowledge and life-long perspective of the problems and frustrations sometimes experienced by licensees and the public given the high level of accountability our profession demands.

(8) Can you foresee any possible conflicts of interest that could arise during your service on the Board? How would you overcome conflicts of interest?

No conflicts are apparent. I am a small business owner, Principal Broker for my small firm KleinCo, LLC. I would self report possible conflicts and seek advisory rulings from the Ethics Commission, if necessary, as set forth in HRS Chapter 84.