

March 30, 2021

Senator Rosalyn H. Baker, Chair
Senator Stanley Chang, Vice Chair
and Members of the Commerce and Consumer Protection Committee

Regarding: GM762 Nomination to the Real Estate Commission

Dear Senator Baker and Committee Members,

Thank you for your consideration of my nomination of by Governor Ige to the Real Estate Commission.

I am deeply humbled to be granted this opportunity to be able to serve the public. I have a deep passion for being able to be of service towards the advancement of consumer protection and supporting the professional standards of the real estate industry set forth by the Commission.

With 20 years in the real estate and as a Principal Broker, I believe my experiences have taught me to be fair and objective in managing disputes and providing resolutions, to work amicably in cooperation with others, engage with the public and lawmakers, and understand regulatory processes. The insights gained through my involvement in committees and boards will allow me to be a constructive contributor as well as a productive member of the Real Estate Commission in achieving their regulatory responsibilities within the real estate industry.

It would be a great honor to be selected to work with others who have the same core values of working diligently towards achieving the goals of the Commission.

Very Respectfully,

Jennifer L. Andrews, R, PB
RB-18874

(1) Why do you wish to be a member of the Real Estate Commission?

I feel it is important serve the public and help others. My career in real estate grew from having someone care enough to help me.

Real estate agents hold in their care one of the biggest financial investments, if not the biggest, for a client. Whether it is for a first-time home buyer or seller or an experienced investor, a real estate agent must work in the best interest of the client. It is though the Commission that the public can be better served and protected.

The Real Estate Commission is the pinnacle of the real estate industry for their role in the regulatory processes and setting forth best practices in how licensees protect and serve the public. The Commission provides education to the real estate industry through best management practice, conduct and behavior, and enforcement of the fiduciary duties a licensee is obligated to uphold. By serving on the Real Estate Commission, I believe I can positively contribute to the Commission's mission of education, oversight, and development of regulatory processes.

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

To protect the public. To be a fair and diligent in their commitment of assisting in creating and updating regulatory processes, working with other agencies and community members on education curriculum and outreach, elevating the standard of ethics and professionalism for licensees, and provide insights and recommendations on matters brought before the Commission, from license application reviews to proposed changes in the ordinances that govern industry standards and practices.

(3) Given your understanding of the roles and responsibilities of a Real Estate Commission 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 have been in real estate for 20 years. I have been a general brokerage real estate sales agent with clients ranging from the first-time home owner to established developers, presented First Time Home Buyer presentations, a project sales manager on residential development projects, worked with a State agency on housing developments, City

agencies on real estate industry issues, directly managed real estate offices and Realtors, and I am the Principal Broker of a one of the largest brokerage firms in Hawaii, with over 300 agents on Oahu.

I am currently on the Honolulu Board of Realtors City Affairs Committee and Hawaii Association of Realtors Government Affairs Committee, which monitors County and State regulations that impact real estate.

My experiences in real estate sales and management, along with working on Committees with other real estate professionals on real estate related matters, will allow me to be contribute with the decisions and recommendations on issues that come before the Commission.

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

Expansion and Elevation of Education. I am fervent believer in education and training. In this business we learn every day. We fail forward every day. As a member of the Commission, I would like to help with educational opportunities, for the public and licensees.

If the past year has taught us anything it is to be resilient and resourceful. The new normal of virtual communication has expanded out of office rooms and directly onto mobile devices.

The educational opportunities we can provide through virtual learning would be greatly beneficial for the public and licensees. My goal would be to bring together educators and professionals in and related to the real estate industry, both private and public, for community outreach and informational seminars.

(5) Name three qualities that best describe you and how these qualities will benefit the Real Estate Commission.

Fair. I listen objectively, do not make pre-determined judgements based on title, status, or situation. There are many perspectives to any issue. The only way to be able to assist is to listen first and to be open minded.

Caring. I care about the people I serve with and serve for. I was that first-time home buyer who did not know what they did not know, and I was that new agent that did not know what they did not know. What I have found to be the most fundamental necessity to serve right is to care. I was fortunate to find a Realtor who cared – not about a sale for them but a home for me. I was fortunate to be able to start in the industry surrounded and mentored by other Realtors who cared that those they work with are those they would be proud to work for. If you do not care, then there is no purpose in your action.

Responsible. I believe what makes a group of individuals work together in a synergetic is understanding that they can rely on those who they work with will be prepared, willing to take on a challenge, and diplomatic to processes and people.

(6) Name a previous experience you have had that will be beneficial as a Real Estate Commission member.

I have been on the Honolulu Board of Realtors City Affairs Committee ("CAC") for 10 years and CAC Chair since 2019. As Chair I have been successful in working with the Committee Members and CEO of HBR in providing educational forums, updates on County legislation that impact the real estate industry and working with City Officials to participate in educating the members of these changes. The ability to work with other agencies and department personnel and stakeholders allows for productive dialogue and outcomes.

(7) Can you foresee any possible conflicts of interest that could arise during your service on the Real Estate Commission? How would you overcome conflicts of interest?

In my service on the Hawaii Association of Realtors Government Affairs Committee ("GAC"), we monitor, and at times, take a position on certain legislative proposals that impact the real estate industry. If there was any slight possibility or perception of a conflict, I would absolutely recuse myself from taking a position on the issue.

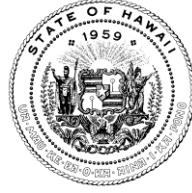
If for some reason the CPN Committee should find my service in the GAC as a conflict, I would immediately excuse myself and resign from my position in the GAC.

I do not foresee any other possible conflicts of interest.

I thank the Committee for your time and consideration in my nomination for the Real Estate Commission.

Mahalo,

Jennifer L. Andrews, R
RB-18774



DAVID Y. IGE
GOVERNOR

JOSH GREEN
LT. GOVERNOR

**STATE OF HAWAII
OFFICE OF THE DIRECTOR
DEPARTMENT OF COMMERCE AND CONSUMER AFFAIRS**

335 MERCHANT STREET, ROOM 310
P.O. BOX 541
HONOLULU, HAWAII 96809
Phone Number: 586-2850
Fax Number: 586-2856
cca.hawaii.gov

CATHERINE P. AWAKUNI COLÓN
DIRECTOR

JO ANN M. UCHIDA TAKEUCHI
DEPUTY DIRECTOR

Testimony of the Department of Commerce and Consumer Affairs

**Before the
Senate Committee on Commerce and Consumer Protection
Friday, April 9, 2021
9:20 a.m.
Via Videoconference**

**On the following measure:
G.M. 762, SUBMITTING FOR CONSIDERATION AND CONFIRMATION
TO THE REAL ESTATE COMMISSION,
GUBERNATORIAL NOMINEE, JENNIFER ANDREWS,
FOR A TERM TO EXPIRE 06-30-2025**

Chair Baker and Members of the Committee:

My name is Catherine Awakuni Colón, and I am the Director of the Department of Commerce and Consumer Affairs (Department). The Department supports the appointment of Ms. Jennifer Andrews to the Real Estate Commission (Commission) as a licensee member.

Ms. Andrews has been licensed as a real estate broker since August 10, 2005, and her license is current, valid, and in good standing. She is currently a principal broker at Keller Williams Honolulu, where she directly supervises designated broker-in-charges, conducts compliance and risk management training and learning and development training, and assists agents with contract review and negotiations. Previously, Ms. Andrews was a project sales agent for Gentry Homes, Ltd., and served managerial positions at Coldwell Banker Pacific Properties. Ms. Andrews has been involved in a variety of development projects on both Oahu and Kauai.

Testimony of DCCA

G.M. 762

Page 2 of 2

Ms. Andrews' professional experience and interest in serving will offer a meaningful perspective to the Commission. In addition, her commitment to actively participate in commission meetings will greatly enhance the Commission's effectiveness.

Thank you for the opportunity to testify on this measure.

2021 Board of Directors

President

Shannon M. Heaven, R
AHWD, CRS, GRI, MRP, SFR

President-Elect

Chad M. Takesue, R

Secretary

Erin Cooper, R
CRS, e-PRO, MRP, SRES

Immediate Past President

Tricia Nekota, R
ABR, BPOR, CRS, MRP, SRES

Directors

Shannon P. Among, RA
SRS

Lorraine M. Fukumae, R
CRS, e-PRO, GRI, SRES

Fran Gendrano, R
AHWD, GRI

Barbie Y. Hee, R
AHWD, CIPS, e-PRO, GRI, SRES

Joshua Horita, R
AHWD, BPOR, SFR

Kevin K. Inn, RA
CRB, RENE, SFR

Duke Kimhan, R
ABR, AHWD, BPOR, CRB, CRS, GRI,
RENE

Derek C. Lau, R
CIPS, CRS, e-PRO, RSPS, SFR, SRES

Earl Lee, R

Laura Awana Lewis, R
CRS, MRP, SRES

Aaron Tagonan, RA
CRS

Fran Villarmia-Kahawai, R
CRB, CRS, GRI, MRP

Lael Wheeler, R
CRB

Chief Executive Officer
Suzanne Young

Testimony by Suzanne Young, CEO
Honolulu Board of REALTORS®

In Support of GM762

Senate Committee on Commerce and Consume Protection
Friday, April 9th, 2021
Via Videoconference

Dear Chair Baker, Vice Chair Chang, and Members of the Committee,

Thank you for the opportunity to provide testimony on this measure. The Honolulu Board of REALTORS® (HBR) is in **strong support** of Ms. Jennifer Andrews being appointed to serve on the Real Estate Commission. Ms. Andrews has been a REALTOR® member of HBR for over twenty (20) years and is currently the Principal Broker for one of our largest real estate firms on Oahu.

HBR has worked closely with Ms. Andrews over many years in various capacities. She has served on our City Affairs Committee since 2012 and has been the Chair of the Committee since 2019, when the Honolulu City Council tackled changes to enforcement of short-term vacation rentals. Ms. Andrews led the education efforts for our members on that subject, as well as various property tax measures.

In addition to City Affairs, Ms. Andrews was also tapped to serve on our Ethics Citation Task Force and Bylaws Committee. Both committees required a working knowledge of HBR's rules and guidelines, similar to the statutes and administrative rules that govern the real estate industry.

In all her endeavors with HBR, Ms. Andrews demonstrates great professionalism and character. We can attest to her professional work ethic, conscientiousness, positive outlook, and willingness to volunteer her time and to collaborate with others. She is truly a great representative for the real estate industry.

Ms. Andrews experience in the business and through volunteering has provided her with in depth knowledge of many facets of the industry. This level of experience and knowledge will be of great value when navigating the nuances that come with serving on the Real Estate Commission. Ms. Andrews is an accomplished professional who will be a great asset to the Real Estate Commission.

Mahalo,
Suzanne Young
Chief Executive Officer



2021 Board of Directors

President

Shannon M. Heaven, R
AHWD, CRS, GRI, MRP, SFR

President-Elect

Chad M. Takesue, R

Secretary

Erin Cooper, R
CRS, e-PRO, MRP, SRES

Immediate Past President

Tricia Nekota, R
ABR, BPOR, CRS, MRP, SRES

Directors

Shannon P. Among, RA
SRS

Lorraine M. Fukumae, R
CRS, e-PRO, GRI, SRES

Fran Gendrano, R
AHWD, GRI

Barbie Y. Hee, R
AHWD, CIPS, e-PRO, GRI, SRES

Joshua Horita, R
AHWD, BPOR, SFR

Kevin K. Inn, RA
CRB, RENE, SFR

Duke Kimhan, R
ABR, AHWD, BPOR, CRB, CRS, GRI,
RENE

Derek C. Lau, R
CIPS, CRS, e-PRO, RSFS, SFR, SRES

Earl Lee, R

Laura Awana Lewis, R
CRS, MRP, SRES

Aaron Tagonan, RA
CRS

Fran Villarmia-Kahawai, R
CRB, CRS, GRI, MRP

Lael Wheeler, R
CRB

Chief Executive Officer
Suzanne Young

Testimony by Suzanne Young, CEO
Honolulu Board of REALTORS®

In Support of GM762

Senate Committee on Commerce and Consume Protection
Friday, April 9th, 2021
Via Videoconference

Dear Chair Baker, Vice Chair Chang, and Members of the Committee,

Thank you for the opportunity to provide testimony on this measure. The Honolulu Board of REALTORS® (HBR) is in **strong support** of Ms. Jennifer Andrews being appointed to serve on the Real Estate Commission. Ms. Andrews has been a REALTOR® member of HBR for over twenty (20) years and is currently the Principal Broker for one of our largest real estate firms on Oahu.

HBR has worked closely with Ms. Andrews over many years in various capacities. She has served on our City Affairs Committee since 2012 and has been the Chair of the Committee since 2019, when the Honolulu City Council tackled changes to enforcement of short-term vacation rentals. Ms. Andrews led the education efforts for our members on that subject, as well as various property tax measures.

In addition to City Affairs, Ms. Andrews was also tapped to serve on our Ethics Citation Task Force and Bylaws Committee. Both committees required a working knowledge of HBR's rules and guidelines, similar to the statutes and administrative rules that govern the real estate industry.

In all her endeavors with HBR, Ms. Andrews demonstrates great professionalism and character. We can attest to her professional work ethic, conscientiousness, positive outlook, and willingness to volunteer her time and to collaborate with others. She is truly a great representative for the real estate industry.

Ms. Andrews experience in the business and through volunteering has provided her with in depth knowledge of many facets of the industry. This level of experience and knowledge will be of great value when navigating the nuances that come with serving on the Real Estate Commission. Ms. Andrews is an accomplished professional who will be a great asset to the Real Estate Commission.

Mahalo,
Suzanne Young
Chief Executive Officer



April 9, 2021

The Honorable Rosalyn H. Baker, Chair
Senate Committee on Commerce and Consumer Protection
Via Videoconference

RE: GM 762 – Submitting for considering and confirmation to the Real Estate Commission, Gubernatorial Nominee, JENNIFER ANDREWS, for a term to expire 06-30-2025.

HEARING: Friday, April 9, 2021, at 9:30 a.m.

Aloha Chair Baker, Vice Chair Chang, and Members of the Committee,

I am Derek Lau, HAR President, submitting testimony on behalf of the Hawai'i Association of REALTORS® ("HAR,") the voice of real estate in Hawai'i, and its over 10,000 members. HAR **strongly supports** G.M. 762, which considers and confirms Jennifer Andrews to serve on the Real Estate Commission ("REC").

Ms. Andrews obtained her real estate license in 2001 and her broker license in 2005. She is currently the Principal Broker of Keller Williams Honolulu, a large brokerage, supervising many REALTORS®. She has also worked with a variety of consumers, from first-time homebuyers and sellers to developers while working at Gentry Homes. As such, her experience in managing real estate licensees and depth of real estate knowledge will be an asset to the REC.

Ms. Andrews also served as a real estate learning and development consultant to develop curriculum for real estate licensees. The REC oversees continuing education, develops core course curriculum and other real estate education related matters. As such, she will be a resource in this area as well.

HAR has also been very fortunate to have Ms. Andrews as an active member who generously volunteers her time and talent to better our industry. She has served as Chair of the Housing and Affordable Housing Subcommittee for the HAR Government Affairs Committee and on the Honolulu Board of REALTORS® City Affairs Committee. Her experience, leadership and problem-solving skills will be invaluable to the REC.

For the above reasons, HAR respectfully request your favorable consideration and confirmation of Ms. Andrews nomination to the Real Estate Commission.



SanHi

GOVERNMENT STRATEGIES

A LIMITED LIABILITY LAW PARTNERSHIP

DATE: April 6, 2021

TO: Senator Rosalyn Baker
Chair, Committee on Commerce and Consumer Protection
Submitted Via Capitol Website

FROM: Mihoko Ito and C. Mike Kido

RE: **GM502 - SUBMITTING FOR CONSIDERATION AND CONFIRMATION TO THE REAL ESTATE COMMISSION, GUBERNATORIAL NOMINEE, JENNIFER ANDREWS, FOR A TERM TO EXPIRE 06-30-2025.**
Hearing Date: Friday, April 9th, 2021 at 9:20 a.m.
Conference Room: 229

Dear Chair Baker, Vice Chair Chang, and Members of the Committee on Commerce and Consumer Protection:

We wish to **strongly support** GM762, which nominates Jennifer Andrews to serve on the Real Estate Commission (REC).

Ms. Andrews obtained her real estate license in 2001 and her real estate broker's license in 2005. She is currently a Principal Broker with Keller Williams Honolulu, a large brokerage and supervises other Realtors in that capacity.

Ms. Andrews has been an active member of Hawai'i real estate industry for many years. She currently serves as the chair of the Housing and Affordable Housing Subcommittee for the Hawaii Association of Realtors Government Affairs Committee and is on the Honolulu Board of Realtors City Affairs Committee. Ms. Andrews also served as a real estate learning and development consultant to develop curriculum for real estate licensees.

We have interacted with Ms. Andrews in her various roles within the real estate industry over the years. She has demonstrated a reasonable and fair approach to problem solving and addressing the needs of the industry. She has also been very actively engaged on issues and has always been generous in contributing her time on behalf of the industry. We believe Ms. Andrews has the experience and temperament to make a fine addition to the Real Estate Commission.

For the above reasons, we respectfully request your favorable consideration of Ms. Andrews' nomination, and ask this Committee to advise and consent to her nomination to the Real Estate Commission.



April 2, 2021

The Honorable Rosalyn H. Baker, Chair
Senate Committee on Commerce and Consumer Protection
Hawaii State Capitol, Room 230
415 South Beretania Street
Honolulu, HI 96813

Aloha Senator Baker,

Re: Jennifer Andrews, Nominee
Real Estate Commission

My name is Quentin Machida, and I am the President and Chief Executive Officer of Gentry Homes, Ltd. Gentry has been building homes for the people of Hawaii for the past 53 years and I have been with the company for over 30 years.

About 15 years ago, I met Jennifer when Gentry first partnered with the State Department of Hawaiian Home Lands on their Kanehili development in Kapolei. At that time, Jennifer was the Projects Manager for Primary Properties, Inc. and oversaw the sales process and sales agents for this 400-home development. Because of her skills and work ethics, she was hired by Gentry as a full-time sales agent. She has since left the company and is currently the Principal Broker for Keller Williams in Honolulu.

Jennifer is a bright, honest, and organized individual who has a wealth of real estate experience. She also has a willing attitude that serves her well in her endeavors with the Building Industry Association and the Honolulu Board of Realtors where she is on various committees.

I have every confidence that Jennifer Andrews will be an excellent real estate commissioner and support her nomination to the Real Estate Commission. If you have any questions or would like to discuss this further, please feel free to contact me at QuentinM@GentryHawaii.com or (808) 599-8224.

Respectfully yours,

Quentin S. Machida
President & Chief Executive Officer

April 7, 2021

The Honorable Rosalyn H. Baker, Chair
Senate Committee on Commerce and Consumer Protection
Hawaii State Capitol, Room 230
415 South Beretania Street
Honolulu, HI 96813

Re: Jennifer Andrews, Nominee
Real Estate Commission

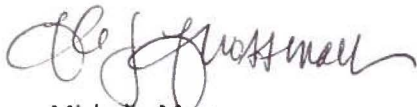
Aloha Senator Baker,

My name is Michelle Mossman, Managing Broker-in-Charge at Locations, LLC. A locally owned Real Estate brokerage serving buyers and sellers in Hawaii for 52 years. I've been affiliated with Locations in a BIC capacity for 6 years.

Prior to my employment at Locations LLC, I was a full-time sales agent at Coldwell Banker Pacific Properties where Jennifer worked as an Assistant Area Office Manager and Broker-in-Charge. Her precise, candid and relaxed communication style made her an easy pick as my "BIC" of choice and I often sought her professional guidance both to strategize offers to be made or resolve transactional issues. I've long admired Jennifer's incredible capacity for learning and retaining information; she is equally talented in conveying and training to that same information in a manner that is clear, relatable and uncomplicated.

Jennifer's extensive real estate experience, personal integrity and willingness to take on new challenges makes her a fantastic consideration for the Real Estate Commission. I fully support her nomination and will gladly attest to that support if you have further questions. Feel free to reach me at Michelle.Mossman@LocationsHawaii.com or (808) 739-4117.

Best regard,



Michelle Mossman
Managing Broker-in-Charge



Date: April 7, 2021

The Honorable Rosalyn H. Baker, Chair
Senate Committee on Commerce and Consumer Protection

RE: Jennifer Andrews
Letter in SUPPORT for Appointment to Real Estate Commission

Aloha Chair Baker, Vice Chair Chang, and Members of the Committee,

I am honored and proud to write this strong letter of support for Ms. Jennifer Andrew's nomination and confirmation to the Real Estate Commission.

I have known Ms. Andrews on a professional level for nearly eight (8) years. Given that being a board member of the Real Estate Commission is an influential and significant position as they service Hawaii's real estate industry - Ms. Andrews would be an ideal candidate because of her utmost integrity, commitment to her work, her professionalism and trustworthiness.

Ms. Andrews is a person of the highest integrity – she always does what she says she is going to do when she says she is going to do it. She is consistent in her core values and has a deep commitment to do the right thing for the right reasons, regardless of the circumstance. She will not compromise her values and I highly respect her for that.

In her current role as Principal Broker of Keller Williams Honolulu, with over 300 agents, she is energized by large-scale challenges and the opportunity to make a difference to her industry and her community. Additionally, she is known for building strong relationships centered in commitment and trust. She displays an uncanny desire to achieve ambitious goals, while never compromising her morals, values and personal beliefs.

As the Real Estate Commissions' Board of Directors is a volunteer position, I cannot see a better person suited to be part of this exclusively appointed board than Ms. Andrews. Thank you for your consideration in voting in favor of Ms. Andrews appointment to Real Estate Commission's Board of Directors.

Sincerely,

William K. Tanaka
President
First Hawaii Title Corporation
201 Merchant Street, Suite 100
Honolulu, HI 96813
808-725-6594 direct
wtanaka@firsthawaii.com