

*Happy New Year!*

TEAM Welcomes New Instructor Terry Taylor



Terry Taylor

TEAM has added a new instructor: Terry Taylor, CAE, AAS, RES. Terry has nearly 30 years of experience in ad valorem assessments. In his position as director of residential

real estate in Orange County, Fla., he has demonstrated expertise in commercial, industrial, agricultural and residential properties. As an appraisal information specialist in the theme park capital of the world, Terry's exposure to value adjustment board appeals established a solid foundation as he progressed into real estate management.

Terry earned a bachelor of science degree in business administration at the University of Central Florida. He is professionally designated, holding the Certified Assessment Evaluator (CAE), the Assessment Administration Specialist (AAS), as well as the Residential Evaluation Specialist (RES) designations. He is also a senior IAAO instructor.

Terry served as chair of the IAAO Member Recognition Committee and currently chairs the Florida chapter of the IAAO Real Property Committee. He also serves on the IAAO Professional Development Committee and has chaired several international task forces. His contri-

butions to IAAO have earned him the Florida Chapter IAAO Member of the Year award, the IAAO Instructor of Excellence as well as the IAAO Global Award. TEAM is very pleased to have Terry as an instructor.

Workshops Terry Teaches:

- Mass Appraisal Analysis & Benchmarks
- Development of Capitalization Rates
- Contamination & Valuation
- Issues Workshop
- Senior Housing Valuation Workshop
- Valuation of Self Storage Properties
- Valuation of Lodging Properties
- Preparation & Presenting a

Valuation Appeal Workshop

- Valuation of Fast Food Restaurants Workshop
- Valuation of High-End & Difficult Homes Workshop
- Low-End Residential Properties
- Valuation of Residential Land
- Valuation of Manufactured Homes Workshop
- Valuation of Mobile Home Parks Workshop
- Reconstructing Income & Expense Statements
- Public Relations & Customer Service

You can contact Terry at Trtaylor08@yahoo.com or 772-480-8064.

Mail: Terry Taylor, CAE, AAS, RES, 892 Foster Ave, Sebastian, FL 32958. ♦

Rasmussen Named Iowa Outstanding Member

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Amy Rasmussen

The Iowa State Association of Assessors (ISAA) awarded IAAO President-Elect Amy Rasmussen, RES, AAS, FIAAO, with their

Outstanding Member Award at a recent conference in Des Moines.

The recipient of the award is selected based on leadership qualities, professionalism, and contributions to the ISAA.

Amy is chief deputy assessor

for Polk County and has three decades of experience in the assessment field. ISAA President Shari Plagge cited Amy's positive personality and the many contributions she has given, and continues to give, to Iowa assessors, including as an instructor, where she has taught at the local, regional and national levels.

Amy is a TEAM instructor, and you learn more about her at: <http://www.teamconsulting.cc/instructors.html>.

AAS Designation

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Congratulations to the following appraisal professionals for obtaining their AAS designation by using TEAM's AAS Case Study Review material.



Tina W. Stone, PPS, AAS, revenue administrator III/Personal Property Division Manager, Siler City, North Carolina, has earned her Assessment Administration

Specialist professional designation. She has been with the North Carolina Department of Revenue for five years and has been in the profession for 30 years, with 25 years at the Chatham County Tax Administration. She is active in her local IAAO chapter and works on the membership, ethics and governance committees, and previously served on the IAAO board of directors.



William "Billy" J. White, CAE, AAS, chief appraiser, Tax Appraisal District of Bell County, Belton, Texas, earned the Assessment Administration

Specialist professional designation. Mr. White has been in his current position for one year, has been in the profession for more than 12 years and is licensed with the state of Texas as a registered professional appraiser, Class III assessor/collector. He has an Associate Arts with honors in business administration from Coastline Community College and a Bachelor of Science, cum laude, in liberal arts from Excelsior College. Mr. White served over nine years in the U.S. Navy, most of which he served onboard the USS West Virginia and later served as a recruiter. ♦

Attention AAS Candidates

There are two upcoming opportunities to help you obtain your AAS designation.

In February, the Kansas County Appraisers Association (KCAA) is offering the required IAAO 402–Tax Policy course followed by the TEAM AAS Case Study Review workshop. This is a chance to knock one or both of these off your to-do list.

The IAAO 402 course will be Feb. 24–28, 2020. The AAS Case Study Review will be held the following week on March 2–4, 2020. Both will be held at the

Shawnee County Annex, 1515 NW Saline, in Topeka, Kan.

Cost for IAAO 402 is \$450. Cost for the AAS Workshop is \$350. Registered participants will receive materials by email that can be printed and brought to class. For more info or to register online, go to the KCAA website: <https://www.kscaa.net>.

On May 27–29, 2020, the Arkansas Chapter of IAAO will be hosting the TEAM AAS Case Study Review. For more info, contact Farrah Matthews-Bailey at fmatthews@totalassessments.com.

Travel Squad

We've been everywhere, man



Map provided by Keith Cunningham.

States where TEAM workshops were taught in 2019. Is your state missing?

It was another good year for TEAM as we work to achieve our goal of providing high-quality education for appraisal professionals. Using 17 instructors we held classes in 25 states, teaching over 1,700 students (not including student attendance under contractual agreements).

Let us know how we can help you with teaching or developing a workshop or series of workshops, or by providing other professional assistance. Visit our website at <http://www.teamconsulting.cc/>. You can also contact Brad Eldridge at

eldridge.brad@gmail.com or 785-550.0945 or Rick Stuart at r17stuart@gmail.com or 785.259.1379. ♦

Fellow Road Warriors

By Rick Stuart, CAE, CDEI

I was looking through some old files and found this video. Although it is 10 years old, it is still appropriate, and I found myself laughing again as if I had never seen it before. Hope your travels do not match the poor comedian's. <https://www.youtube.com/watch?v=c3O5hSKwnF4> ♦

I Got Hired

By Brad Eldridge, MAI, CAE

It was May 1994 and I'm getting ready for graduation from Baker University. One of our fraternity's alumni wrote a letter to our house. He had an appraisal firm and was looking for a Baker grad to help grow his young company.

I shared the letter with the other graduating seniors, and no one else seemed interested in responding to him. I was graduating soon and didn't have a job lined up yet, so I figured I'd respond.

The position was for a commercial real estate appraiser trainee. He asked for a transcript showing course grades and a writing sample. Easy, right?

I called my dad, who helped manage the local small-town bank branch to ask about what appraisers did. I knew they were related to the loan process, but didn't really know what they did.

After my dad told me a little about what appraisers do, I thought it sounded like a good idea to respond to the letter. After all, graduation day was approaching and I needed a job before the student loan payments became due.

Since appraisers go out in the field and take notes on a property, it sounded like taking good notes was important. He wanted a "writing sample," so I thought I'd showcase my handwriting skills. It seemed important to have good handwriting so others who used your inspection notes could understand your observations, right?

I drove to Kinkos and spent some of my last few dollars on some really nice letter paper for my cover letter and handwriting sample. I drove back home and typed up my cover letter on my Compaq 486 PC. Now it was time to draft some of the best handwriting that had ever been written.

I dropped my envelope with



[The appraisal firm] wanted a "writing sample," so I thought I'd showcase my *handwriting* skills. It seemed important to have good handwriting so others who used your inspection notes could understand your observations, right?

my typed cover letter, transcripts, and handwriting sample in the mail. I went back home and called my dad. I was so excited about this job prospect.

"So which class did you use for your writing sample?" my dad asked. I explained the amazing handwriting sample that I dropped in the mail. Then my dad said, "I think 'writing sample' might have been something from one of your classes."

Then it hit me. Appraisers write reports. My prospective employer wanted to see if I knew how to write a report! Oh \$&%@!

The next day I called the prospective employer. I said, "I think I may have misunderstood what you meant by 'writing sample.'" He told me he was glad I called and scheduled an interview with me for the upcoming Friday. "No big deal. Just bring a writing sample to the interview," he said.

I brought a paper I wrote for one of my business management classes to the interview. The interview went well and he offered me the job. He told me that he decided to hire me because I had the guts to call him immediately and let him know that I messed up and immediately tried to remedy the situation.

It was a fun and exciting time. I had a job! I was learning in an ever-

changing profession. I was told "sink or swim." I swam.

The firm where I worked was small—it had eight employees. I did everything from making coffee to answering the phones, then printing and binding the appraisals that I had written (after many reviews and revisions).

It was fun to work in a small business. We all knew each other well. When I'd take a handwritten message for someone on the phones and then give it to a co-worker, I'd get a "Thank you. Nice handwriting." They knew. Nothing is sacred in a small office environment.

I ended up working at that appraisal firm for 11 years. It was the only job I had before shifting gears to the assessment side of the appraisal profession. The handwriting misunderstanding may have gotten me into the appraisal profession, but I chuckle to myself every now and then when I'm teaching and writing on the whiteboard—I hope the folks in the back of the room think my handwriting is legible! If only they knew.... ❖



Learn more about Brad Eldridge and the courses he teaches at www.teamconsulting.cc/instructors. Email: eldridge.brad@gmail.com.



New TEAM Workshops Available

► Half-Day Customer Service

A new half-day workshop on customer service is now available. This workshop is designed to assist in the development, implementation and review of a customer service program. The workshop gives examples of how to be successful, what to avoid, and how to be responsive to the customer. Through the introduction of these various topics, tips and guidelines on application, plus a blend of humor and some good participation, everyone will be reminded of the need for good customer service.

Topics include: customer service objectives, public relations video and handling real-life situations. This workshop would also be a very effective educational session for a conference.

► Valuation of Fast Food

Restaurants (1 day)

The fast-food industry continues to evolve with new designs and changes in how the market perceives this property type. This workshop takes a look at fast-food

properties, also known as Quick Service Restaurants (QSRs), in the restaurant industry. Current trends in QSRs are provided as well as real-world case studies that address first-generation vs. second-generation users, build-to-suit, credit tenant/long-term lease, and property rights valuation issues. Workshop material addresses USPAP, highest and best use, the cost, sales comparison and the income approaches.

The workshop gives guidance on how to collect and analyze income/expense information, developing capitalization rates from market transactions, along with how to incorporate investor surveys and secondary data sources into the analysis. The material outlines what to look for when applying comparable sales, as well as information on how different conditions of sale influence sale prices.

If you would like to book this workshop or have any questions concerning our educational offerings, please contact Brad Eldridge, MAI, CAE at eldridge.brad@gmail.com or (785) 550-0945. ❖

Attention IAAO Designees/Instructors *By Rick Stuart, CAE*

There has been a change in what is allowed for credit towards your designation recertification. For cycles beginning Jan. 1, 2018 and after, only 35 hours of instruction can be applied towards recertification. Requirements to be fulfilled are:

- Two 7-hour National USPAP Updates
- One IAAO 171–IAAO Standards of Professional Practice and Ethics
- A minimum of 14 hours of non-instructional education hours

- Up to 35 hours of credit for courses/workshops instructed

Most IAAO webinars provide two hours of credit. You are not limited to IAAO education for recertification. You must have completed at least 70 hours each cycle.

You can report hours online at www.iaao.org/ContinuingEd. IAAO will be introducing this tool to all designees soon.

Any questions can be directed to Jarron Paronto at IAAO at paronto@iaao.org. ❖

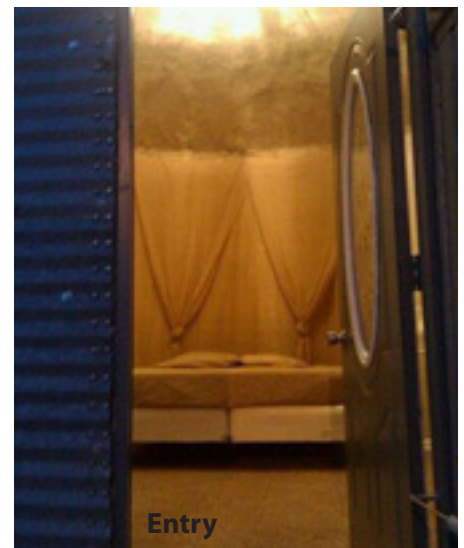
Interesting Buildings

By Rick Stuart, CAE, CDEI

Over the years I have collected a very large number of photos. They are actually in a file titled “Weird Buildings,” but I thought a more appropriate title would be “Interesting Buildings.” My intention is to publish a couple each issue. If you have picture(s) of building that have piqued your interest, email them to me at r17stuart@gmail.com. I will add to the file and the newsletter.

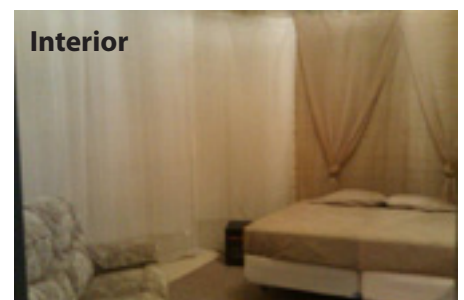
The following building is advertised as a “bridal suite.” Personally, I think it might have limited demand.

Exterior



Entry

Interior





Real Estate Notes of Interest

By Rick Stuart, CAE

■ www.fdic.gov, Sept. 27, 2019. "The Federal Reserve, the Federal Deposit Insurance Corporation, and the Office of the Comptroller of the Currency have adopted a final rule that increases the threshold for residential real estate transactions requiring an appraisal from \$250,000 to \$400,000. The appraisal threshold was last changed in 1994. Given price appreciation in residential real estate transactions since that time, the change will provide burden relief without posing a threat to the safety and soundness of financial institutions." <http://bit.ly/2M25r0D>

■ Kathleen Howley, www.housingwire.com, Oct. 2, 2019. "CoreLogic Chief Economist Frank Nothaft said the pace of home-price gains will quicken over the next 12 months as low mortgage rates give buyers the ability to pay more for properties. Home prices probably will increase 5.8% in the 12 months through August 2020, Nothaft said in an exclusive interview with HousingWire. That's a faster pace than the 3.6% growth seen in August 2019 from a year earlier." <http://bit.ly/310zHxf>

■ Irina Ivanova and Rachel Layne, www.cbsnews.com, Oct. 2, 2019. "Banks are selling mortgages on homes in coastal areas around the U.S. that are vulnerable to natural disasters to Fannie Mae and Freddie Mac, a study finds. That could leave taxpayers footing the bill because the two government-sponsored enterprises buy the mortgages with-



Rick Stuart, CAE, CDEI, is a senior consultant with TEAM Consulting, LLC. He lives in Topeka, Kansas.



■ Bryant Somerville, www.10tv.com, Oct. 21, 2019. "Heritage Ohio board member Steve Coon, who purchased the Longaberger building in Newark in 2017, has announced plans to turn the building into a luxury hotel. David Crisafi, with Ceres Enterprises and a partner in the project, says it will now be turned into a 150-room luxury hotel all while keeping the history of the building intact." <http://bit.ly/33PpkOy>

out adequately accounting for the heightened property risks. "Climate change could lead to a 'Big Short' kind of crisis," one of the study's authors said." <https://cbsn.ws/2Ozl9kh>

■ Richard Florida, www.citylab.com, Oct. 2, 2019. "City Lab reports that the growth of single-family homes available for rent is having a profound effect on the U.S. housing market. The number of single-family rentals are now more than 12 million, which accounts for 35% of all rental housing and is valued at \$2.3 trillion." <http://bit.ly/2B1UdD7>

■ Erica Morphy, www.globest.com, Oct. 10, 2019. "The greatest transfer of commercial real estate is underway and largely because the Baby Boomer generation is exiting commercial property ownership with greater frequency as they age out of the business and their adult children would rather have the cash,

according to Jerry Fennelly, with the locally-based NAI Fennelly." <http://bit.ly/2pVJ18C>

■ Marian McPherson, www.remodeling.hw.net, Oct. 3, 2019. "A larger number of homeowners are taking on renovation and remodeling projects with the intention of living in the new spaces rather than trying to create more sale value for their home. A report published by the National Association of Realtors® (NAR) and the National Association of the Remodeling Industry (NARI) suggests the number of homeowners renovating to sell is decreasing amid record levels of remodeling activity." <http://bit.ly/2oAUhqO>

■ www.builderonline.com, Oct. 15, 2019. The typical \$1 million home in the U.S. is a detached, single-family house that's about 2,200 square feet with four bedrooms and two-and-

continued on next page

a-half bathrooms, according to a new Zillow® analysis. Read “A Million Doesn’t Buy What It Used To at https://www.builderonline.com/land/local-markets/a-million-doesnt-buy-what-it-used-to_o

■ www.builderonline.com, Oct. 18, 2019. “ATTOM Data Solutions on Thursday released its Q3 2019 U.S. Foreclosure Market Report™, which shows there were a total of 143,105 U.S. properties with foreclosure filings—default notices, scheduled auctions or bank repossessions — in the third quarter, down 6% from the previous quarter and down 19% from a year ago to the lowest level since Q2 2005 — a more than 13-year low.” <http://bit.ly/2Byjq8g>

■ www.builderonline.com, Oct. 17, 2019. “Housing Inventory Falls To Lowest Since 2013. U.S. annual home value growth slowed for the ninth consecutive month, falling to 4.8% year-over-year.” <http://bit.ly/35PsYK1>

■ Nathaniel Meyersohn, www.cnn-business.com, Oct. 31, 2019. **Editor’s Note:** This is a good article about how retailers are addressing the success of online grocery shopping and how new fulfillment centers are being created to address this success. <https://cnn.it/36E5dVW>

■ www.builderonline.com, Nov. 4, 2019. “A new report from Redfin has determined that the typical American homeowner has spent 13 years in their home, up from eight years in 2010. Median home tenure increased in all of the 55 metros Redfin analyzed, leading to decreased inventory available for first-time home buyers in many places.” <http://bit.ly/33uv8NS>

■ Cher Wollard, www.independent-news.com, Nov. 14, 2019. “A theme

has emerged from paint manufacturers’ color of the year announcements: greens and blues are popular. With many designers seeing blue as a “new neutral,” kitchens are expected to feature more color in the coming years, The Independent reports. Experts also expect natural stone touches and wood to trend heavily in 2020.” <http://bit.ly/2Ocs9o3>

■ Mark Wilson, www.statesman.com, Nov. 27, 2019. “State appeals courts this week dealt two blows to Austin city policies: A ruling on Wednesday struck down two provisions of Austin’s short-term rental rules, and a judgment on Tuesday upheld a lower court ruling that the Austin City Council violated Texas’ Open Meetings Act in approving a controversial development in Northwest Austin in 2016.

The ruling on short-term rentals came from the Austin-based 3rd Court of Appeals, which said city ordinance provisions that banned short-term rentals for non-homestead properties and outlined how guests can use rental properties are unconstitutional, as they limit peaceable assembly on private property.” <http://bit.ly/2LogRuM>

■ www.hotelnewsnow.com, Dec. 5, 2019. The U.S. hotel industry reported negative year-over-year results in the three key performance metrics during the week of 24-30 November 2019, according to data from STR.

In comparison with the week of 25 November through 1 December 2018, the industry recorded the following:

- Occupancy: -11.6% to 50.6%
- Average daily rate (ADR): -6.7% to US\$112.28
- Revenue per available room (RevPAR): -17.5% to US\$56.83

STR analysts attribute significant performance declines to comparison of Thanksgiving week in 2019

against the week that followed the holiday in 2018. <http://bit.ly/34WcgYH>

■ www.builderonline.com, Dec. 4, 2019. “The U.S. housing market will continue to slow in 2020 as inventory dives toward historic lows and economic uncertainty prompts consumers to pull back on spending, according to the realtor.com 2020 housing forecast released Wednesday.” <http://bit.ly/2PxgHTt>

■ Kathleen Pender, www.sfchronicle.com, Dec. 6, 2019. **Editor’s Note:** You just knew this and frequent flooding properties were going to start having insurance issues. No insurance, no loans!

“The California Insurance Department on Thursday implemented a new state law that prohibits insurance companies from not renewing policies for homeowners living in ZIP codes in or adjacent to wildfires for one year from the date the area was declared a disaster.” <http://bit.ly/35d7LJo>

■ Sandy Mazza, www.tennessean.com, Oct. 7, 2019. “According to The Tennessean an abandoned 600,000 square foot shopping mall in Antioch Tenn, which is about 12 miles southeast of downtown Nashville, is getting a new life as part of an innovation district that will include a residential component. Construction on the site that is currently hosting the defunct Global Mall is slated for early next year. Plans for the mixed use development will feature residential buildings, restaurants, and office space. The mall closed shop in 2012.” <http://bit.ly/36ox9vP>

■ Kelsi Maree Borland, www.globest.com, Dec. 11, 2019. “A new measure to split-roll Prop 13 is set to appear on the November 2020 ballot. If passed, the measure would remove some of the tax protections

and limitations for commercial and industrial property owners. The intention behind the measure is to increase tax funds for in-need services." <http://bit.ly/35b26U4>

■ George Ratiu, www.realtor.com, Dec. 4, 2019. **Editor's Notes:** Lots of good details here.

National Housing Forecast 2020:

- Housing markets search for new balance
- Home price growth will flatten, with a forecasted increase of 0.8 percent
- Inventory will remain constrained, especially at the entry-level price segment
- Mortgage rates are likely to bump up to 3.88 percent by the end of the year
- Tight inventory and rising mortgage rates will lead to dropping sales

- Buyers will continue to move to affordability, benefiting mid-sized markets

<http://bit.ly/2LOXeML>

■ www.builderonline.com, Dec. 10, 2019. "CoreLogic's (NYSE: CLGX) monthly Loan Performance Insights Report, out Tuesday, shows that nationally, 3.8% of mortgages were in some stage of delinquency (30 days or more past due, including those in foreclosure) in September 2019, representing a 0.6 percentage point decline in the overall delinquency rate compared with September 2018, when it was 4.4%." <http://bit.ly/38tJsca> ♦



Meet Our TEAM

Brent Bailey, ASA

Kishin Bharwani

Fred Chmura, AAS, FIAAO

Ed Crapo, CFA, ASA, AAS, FIAAO

Keith Cunningham, PhD

Pete Davis

George Donatello, CMS, FIAAO

Brad Eldridge, MAI, CAE

Lynn Gering

Lath Harris, CAE, SRA

Marion Johnson, CAE, FIAAO

Dan Muthard

Richard Norejko, CMS

Henry Riley, CAE, PhD

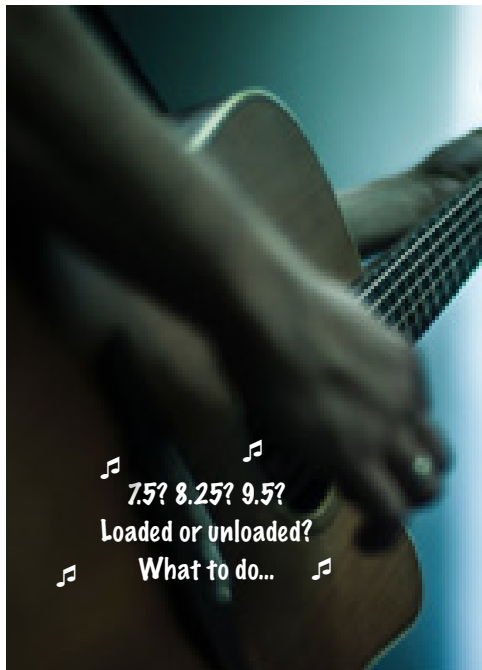
Jerald Rudman, CIAO/M

Ron Schultz, CFA

Rick Stuart, CAE, CDEI, FIAAO

Ken Uhrich

Ken Voss, MAI, AI-GRS, SRA, CAE



Got the Cap Rate Blues?

One of the most challenging aspects of the income approach is developing market-supported capitalization rates. TEAM Consulting, LLC can help. We can develop capitalization rates for most commercial property types.

In the last year, we have established local capitalization rates for:

- Hotel/Motels
- Apartments
- Workforce Housing
- Self-Storage
- RV Parks

Additionally, GIM's (Gross Income Multipliers) have been established for duplex, triplex and fourplex properties.

Let TEAM help you determine accurate cap rates. Contact Rick Stuart, CAE, at r17stuart@gmail.com or 785.259.1379.

www.teamconsulting.cc