

Oregon Real Estate Agency

Records Retention Schedule 2025-0003

Effective Date: July 2025

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Oregon State Archives

Records Retention Schedule

Edition: July 2025

Schedule Number: 2025-0003

Agency: Real Estate

Program Description

The Real Estate Agency is responsible for providing protection to Oregon consumers using real estate, escrow and land development services per Oregon Revised Statute 696. The Agency establishes standards and implements its authority through Oregon Administrative Rule Chapter 863. The Agency is charged with fostering a professional, regulated environment conducive to a healthy, regulated real estate market. Staff responsibilities include examination and education of real estate brokers and property managers, as well as the licensing and regulation of brokers, property managers, residential property wholesalers, escrow agents, marketing organizations, manufactured home subdivisions, condominiums, and time shares. The Agency is under the direction of the Real Estate Commissioner, a Governor-appointed, Senate-confirmed position. The agency is funded by license fees charged to real estate professionals and organizations operating in Oregon.

The Real Estate Board is an advisory board consisting of seven members of the real estate industry and two members of the public, all appointed by the Governor. Board members serve on committees providing advice to the Real Estate Commissioner and Governor's office on real estate industry issues, budget development, and technological advancement. The Board meets bi-monthly to review requests by applicants for waivers of the experience and/or education requirements for real estate license applicants.

Program Records

None

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Calendar and Scheduling Records

Correspondence Records

Board and Commission Records (OAR 166-300-0017)

Board and Commission Meeting Records

Systems of Record

None

Oregon State Archives

Records Retention Schedule

Edition: July 2025

Schedule Number: 2025-0003

Agency: Real Estate
Division: Administrative Services

Program Description

The Administrative Services Division supports the agency by providing comprehensive support in the following areas: accounting, purchasing and contracting, inventory control, facilities, payroll, human resources, risk management, special projects, information technology (IT), and performance management.

Program Records

001 Civil Penalty Payment Records

Retain 6 years after payment received or charged off, destroy

002 Licensing Related Statistical Reports

Retain 10 years, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Calendar and Scheduling Records
Contract, Lease, and Agreement Records
Correspondence Records
Policy and Procedure Guideline and Manual Records
Strategic Planning Records

Facilities/Property Records (OAR 166-300-0020)

Asset Inventory Records

Financial Records (OAR 166-300-0025)

Account Balance Records
Accounts Receivable Records
Budget Preparation Records
Competitive Bid and Competitive Proposal Records
Deposit Slip Records
Purchasing Records

Payroll Records (OAR 166-300-0035)

Employee Time Records

Personnel Records (OAR 166-300-0040)

Employee Personnel Records
Recruitment and Selection Records

Systems of Record

ORBITS
Origami

Oregon State Archives
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PPDB

SFMA

Workday

Oregon State Archives

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Agency: Real Estate
Division: Administrative Services
Program: Information Systems

Program Description

The Information Systems program falls under the Administrative Services Division and provides technical expertise and services to Real Estate Agency Divisions and staff involving computer hardware and software configuration, installation and support, voice and data communications infrastructure support, Web and email service, and support and internet access. Staff supports computer hardware, software, peripherals, and servers. Additionally, staff assists in disaster recovery planning, provide network security services, and user/help desk support. Staff ensure access, service, and provide support to Real Estate Agency staff and management.

Program Records

None

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Calendar and Scheduling Records

Correspondence Records

Facilities/Property Records (OAR 166-300-0020)

Asset Inventory Records

Information Systems Records (OAR 166-300-0030)

Information System Application Documentation Records

Information System Maintenance Records

Software Management Records

User Support Records

Systems of Record

None

Oregon State Archives

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Edition: July 2025

Schedule Number: 2025-0003

Agency: Real Estate
Division: Compliance

Program Description

The Compliance Division ensures that licensees meet their fiduciary and administrative responsibilities by reviewing financial and administrative records. This division aims to conduct clients' trust account and compliance reviews and develop other compliance-related programs. This work includes providing technical assistance and sharing knowledge on the interpretation and application of laws and rules administered by the Agency (excluding legal advice) to licensees, the public, and other governmental agencies.

Program Records

- 003 Compliance Reviews**
Retain 6 years, destroy
- 004 Escrow Annual Reports**
Retain 6 years, destroy
- 005 Escrow Audits**
Retain 6 years, destroy
- 006 Escrow Year-End Annual Financial Reports**
Retain 6 years, destroy
- 007 Reconciliation Reviews**
Retain 6 years, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Agency Training and Presentation Records
Calendar and Scheduling Records
Correspondence Records
Policy and Procedure Guideline and Manual Records
Staff Meeting Records

Systems of Record

eLicense

Oregon State Archives

Records Retention Schedule

Edition: July 2025

Schedule Number: 2025-0003

Agency: Real Estate
Division: Compliance
Program: Education

Program Description

The Education Program is responsible for promoting educated, informed real estate professionals by establishing and maintaining educational guidelines and standards, course work, and examination materials. The program provides education, examination, and compliance services. Staff develop educational guidelines and approve pre-license courses and instructors. Additionally, the program is responsible for ensuring compliance of educators and licensees by adopting education standards, responding to public inquiries, and researching new methods for providing educational materials to real estate professionals.

Program Records

008 Course Review Records

Retain 6 years following retirement of course from active use, destroy

009 Law and Rule Required Course (LARRC) Records

Retain 6 years after expiration of the LARRC course, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Calendar and Scheduling Records

Correspondence Records

Mailing Lists

Publication Preparation Records

Systems of Record

eLicense

Oregon State Archives

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Agency: Real Estate
Division: Land Development

Program Description

The Land Development division is responsible for providing direction and oversight to land development involving condominiums, timeshares, manufactured home subdivisions, out of state subdivisions, and membership campgrounds per ORSs 92, 94, and 100. Division staff review and approve or reject land development filings.

In addition, Division staff coordinates the Agency's administrative rulemaking process which includes assisting staff in drafting rule text, preparing and filing rule making notices, soliciting comments and conducting public hearings, and filing adopted rules with the Secretary of State. Staff also coordinate the development of legislative concepts, monitor bills with interest/impact upon the agency, perform records officer functions, and prepare fiscal impact statements.

Program Records

010 Condominium Development Records

Retain 10 years, destroy

011 Condominium Unit Owner's Association Records

(a) Retain original report 6 years after condominium status surrendered, destroy

(b) Retain annual reports 5 years, destroy

012 Manufactured Home Subdivision Records

Retain 10 years, destroy

013 Membership Campground Records

Retain 6 years after campground is terminated, destroy

014 Out-of-State Subdivision Records

Retain 10 years, destroy

015 Timeshare Exchange Company Filings

Retain 5 years, destroy

016 Timeshare Records

Retain 10 years after timeshare is terminated, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Administrative Rule Preparation Records

Calendar and Scheduling Records

Correspondence Records

Legislative Tracking Records

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Systems of Record

eLicense

Oregon State Archives

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Agency: Real Estate

Division: Licensing

Program Description

The Licensing Division is responsible for licensing real estate licensees operating in Oregon as well as registration of residential property wholesalers, registration of registered business names, and certification of education providers. Division staff process registered business names, branch office registrations, and membership campground contract brokers. Staff process background checks, maintain files on licensing applicants and conduct initial processing of all fees.

Program Records

017 Applicant Licensing Records

Retain 7 years, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Calendar and Scheduling Records

Correspondence Records

Records Management Records

Systems of Record

eLicense

Oregon State Archives

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Agency: Real Estate

Division: Regulation

Program Description

The Regulation division is responsible for regulating the activities of the real estate industry including real estate brokers, property managers, escrow agents, subdivisions, timeshares, condominiums, membership campgrounds, and real estate marketing organizations. Division staff investigate complaints against licensees. Division Management conducts stipulation (dispute resolution) conferences in pursuit of resolution of issues without going to contested case hearings. Management determines if allegations are founded and if action should be taken. Management and staff assist the Attorney General's Office whenever contested case hearings are conducted. Sanctions for licensees include reprimand, suspension, revocation, or civil penalty. Sanctions for non-licensed individuals/entities conducting professional real estate activity as defined by ORS 696.010 are subject to action by the Agency, including civil penalties.

Program Records

018 Administrative Action Case Records

Retain 25 years, destroy

019 Civil Penalty Records

Transfer to Administrative Services Division after review and sanction assigned

020 Complaint Records

Retain complaint records 6 years after resolution, destroy

021 Investigation Records

Retain 6 years, destroy

State Agency General Records Retention Schedule Records

Includes but is not limited to:

Administrative Records (OAR 166-300-0015)

Calendar and Scheduling Records

Correspondence Records

Systems of Record

eLicense