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; the licensing and regulation of brokers, property managers, 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
001  Real Estate Board Meetings Minutes, Agendas, Exhibits, 1939 – [ongoing] 10.00 c.f.
Retain permanently, transfer to State Archives after 10 years

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records - OAR 166-300-0015
Calendar and Scheduling Records
Correspondence

Databases
None
Organizational Placement  Schedule number: 2010-0008
Agency:  Real Estate
Division:  Administrative Services

Program Description
The Administrative Services Division provides clerical support and services to Real Estate Agency Divisions and staff including payroll, accounting/fiscal, procurement and contracting, Human Resources, risk management and budget preparation/allotment.

Program Records
002  Civil Penalty Payment Records
    Retain 6 years after payment received or charged off, destroy
003  Statistical Reports
    Retain 10 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records - OAR 166-300-0015
Calendar and Scheduling Records
Contracts and Agreements
Correspondence
Policy and Procedure Guidelines and Manuals
Policy Development and Planning Records
Facilities/Property Records - OAR 166-300-0020
Asset Inventory Records
Financial Records - OAR 166-300-0025
Account Reconciliation Records
Accounts Receivable Records
Budget Preparation Records
Competitive Bid Records
Deposit Slips
Purchasing Records
Payroll Records - OAR 166-300-0035
Employee Time Records
Personnel Records - OAR 166-300-0040
Employee Personnel Records
Recruitment and Selection Records

Database
ORBITS
OSPS
PPDB
SFMS
Organizational Placement  Schedule number: 2010-0008
Agency: Real Estate
Division: Education

Program Description
The Education Division is responsible for promoting educated, informed real estate professionals by establishing and maintaining educational guidelines and standards, course work and examination materials. The division provides education, examination and compliance services. Division staff develop educational guidelines, approve pre-license courses and instructors, and develop and maintain exam. In addition, the Division 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
004 Real Estate Examination Question Item Bank
Retain 10 years after superseded or obsolete, destroy

005 Real Estate Examination Question Statistical Records
Retain 5 years after question deleted, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records - OAR 166-300-0015
Calendar and Scheduling Records
Correspondence
Mailing Lists
Publication Preparation Records

Databases
CERTIFIED PROVIDER
Organizational Placement

Schedule number: 2010-0008

Agency: Real Estate
Division: Information Systems

Program Description
The Information Systems division 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. In addition, 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 not limited to:
Administrative Records - OAR 166-300-0015
Calendar and Scheduling Records
Correspondence
Facility/Property Records - OAR 166-300-0020
Asset Inventory Reports
Information and Records Management Records – OAR 166-30
Computer System Maintenance Records
Computer System Program Documentation
Software Management Records
User Support Records

Databases
Information Systems accesses all database applications as part of their mission
Organizational Placement  Schedule number: 2010-0008
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 ORS’s 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’s Office. Staff also coordinates the development of legislative concepts,
monitor bills with interest/impact upon the agency, and prepare fiscal impact statements.

Program Records

006  Condominium Development Files
     Retain 10 years, destroy

007  Condominium Unit Owner’s Association Files
     (a) Retain original report 6 years after condominium status surrendered, destroy
     (b) Retain annual reports 5 years, destroy

008  Membership Campground Files
     Retain 6 years after campground is terminated, destroy

009  Manufactured Home Subdivision Files
     Retain 10 years, destroy

010  Out-of-State Subdivision Files
     Retain 10 years, destroy

011  Timeshare Files
     Retain 10 years after timeshare is terminated, destroy

012  Timeshare Exchange Company Filings
     Retain 5 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records - OAR 166-300-0015
Administrative Rule Preparation Records
Calendar and Scheduling Records
Correspondence
Legislative Tracking Records

Databases
None
Organizational Placement

Agency: Real Estate
Division: Licensing

Program Description
The Licensing Division is responsible for the examination, licensing and registration of real estate professionals operating in Oregon. Real estate professionals requiring a license to operate are those individuals and companies assisting in the purchase and sale of real estate for a fee or managing rental real estate for a third party and are paid a fee per ORS 696.020. All real estate brokers and salespersons, property managers, escrow agencies and real estate marking organizations are licensed by the agency. Division staff process registered business names, branch office registrations, membership campground contract brokers and process applications for real estate examinations. Staff process background checks, maintain files on licensing applicants and conduct initial processing of all fees. In addition, Oregon has reciprocal licensing agreements with several states which allow real estate professional licensed by participating states to receive an Oregon license after providing proof of licensure, payment of fees and submission of the required forms. Real Estate Broker Licensure is good for two years while all other issued license is good for one year. Licensee who fail to renew their license within one year of expiration must begin the license and registration process from the beginning.

Program Records
013 Applicant Licensing Records
Retain 7 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records - OAR 166-300-0015
Calendar and Scheduling Records
Correspondence
Information and Records Management Records – OAR 166-300-0030
Filing System Records (File [Microfilm] Index)

Databases
LICENSE 2000 (L2K)
LICENSURE
Organizational Placement
Agency: Real Estate
Program: 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 investigates complaints against licensees. Division Management conducts stipulation (dispute resolution) conferences to resolve 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 or revocation 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.

In addition, division staff receive and process client trust account audits, which are completed and submitted by brokers. Upon review by agency staff, the audits are filed with the individual brokers records unless an investigation or administrative actions ensues. Administrative Orders are housed in Administrative Actions and Investigations files.

Program Records
014 Administrative Action Case Files
  Retain 25 years, destroy

015 Broker Audit Reports
  Retain 6 years, destroy

016 Civil Penalty Records
  Transfer to Administrative Services Division after review and sanction assigned

017 Complaint Records
  Retain complaint records 6 years after resolution, destroy

018 Investigation Files
  Retain 6 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records - OAR 166-300-0015
Calendar and Scheduling Records
Correspondence
Litigation Records

Databases
LICENSE 2000 (L2K)