

Dear Chairman and Committee Members,

Thank you for allowing me a place to voice my frustration on the inadequate processing time and costs of appraisals in reference to HB2501.

In June of 2016 I took the journey with John & Linda by representing them in the Sale of their home. In early July we came to mutual agreement with a pending buyer. The buyer for their home obtained financing through a local, well qualified and highly responsive lender. The lender performed her duties, qualifying and underwriting the file. We were on track to meet the scheduled closing date of August 19th. So, John & Linda proceed with confidence that all is on track with their sale and we quickly identify and negotiate on the purchase of their replacement home, with the contingency that their home sale is closed successfully. This is now part of a domino effect as the sellers of John & Linda's replacement home are in the process of identifying and negotiating on their next home and it is contingent on John & Linda's home closing as scheduled. Everything is looking great all parties have found the homes they want and have mutual agreements in place.

Unfortunately this is where it all comes to a screeching halt once we hit the appraisal stage. In late August we have agreed to 2 extensions for John & Linda's buyer. The new closing date is September 28th and we are really in a critical time.

In most cases, Buyers and Sellers can agree to be patient and reorganize their schedules to accommodate delays. However, this is not the case in this situation. My clients were going to have to terminate the sale of their home if the close date was not met. Linda was scheduled to start cancer treatments the first week of October and needs to be settled into her new home before those treatments started. The last thing anyone needs when going through treatments is uncertainty and the stress of moving.

By terminating the sale of their home the effect would have been quite unsettling as we have an out of state buyer for John & Linda's home moving here with no home to move into. Then because the proceeds for John & Linda's purchase is coming from the sale of their home they will not be in a position to complete that purchase and those sellers will have to terminate the purchase of the home they are buying, as they too are currently under

contract with a contingency to successfully close on their home in order to make their next purchase.

If due to this delay in appraisal performance John & Linda had decided to terminate it could have cost the loss of 5 sales .Leaving 5 families not able to achieve their home ownership needs. That is a tragedy to our homeowners and to the REALTOR® and Lenders who worked so hard to get all the pieces of the puzzle to this point. Isn't it defeating to put so much energy into creating a masterpiece only to find you don't have the last piece? It makes me crazy.

Thankfully all of these transactions did close eventually with much frustration and very defeated spirits. Linda was able to move into her new home before her treatments. There was much that she had hoped to accomplish prior to settling in but John & Linda knew they no longer had the time available to get those tasks done before the treatments would take her energy away.

Let's not forget our Veteran's that are not using their VA benefits to buy homes due to the inadequate appraisal processes. This is isn't right. Our Veterans should have the most affordable and highest quality of service given to them, not the least!

Our Rural areas are also very underserved by appraisers. I had another transaction which required tremendous patience. This was on a sale in Sheridan. It was a small 3 acre parcel with a home in good condition. We had mutual acceptance on 5/19/16. Again, there is a well qualified highly responsive lender who expedited everything and then the transaction came to a screeching halt at the point of appraisal. The transaction finally closed on 7/29/16. However, there was a very heavy push on the AMC to get this property scheduled. It went through the AMC pool for several weeks before being picked up. The biased picking of property has to stop! We were really lucky on this one that it didn't fall apart. It took the expertise of the REALTOR® to educate the clients on the inadequate appraisal process. Once they knew it was really out of everyones control they decided on patience vs. terminating.

The journey of Home buying begins long before an offer is accepted and placed in Escrow. Buyers/Sellers have carefully planned and coordinated the series of events that need to transpire to get to the end goal of Home

Ownership. They have budgeted savings, created or cleaned up credit history, researched neighborhoods and sought professionals to lead them through the journey.

Timing is a critical factor in deciding when to list or buy a home. Many of our clients have specific reasons for determining when they are going to actively engage in the home buying and selling process. Our clients rely on our industry and professional guidance with a high level of trust and that is quickly taken away when they are left to unfairly compete with increased dollars to be put on the top-of-the-list.

Our journey together with our clients has various challenges and through that journey the consumer has choice. They choose their Realtor, their lender, their title and escrow provider, their inspector and sometimes their contractor. Where they are not allowed a choice is with the Appraisal Management Company (AMC). This is a point of bottleneck for consumers as appraisers are allowed to select based on the most convenient or lucrative assignments. The current process is biased in that not all consumers are able to compete with dollars or convenient location to the appraisers.

This can not continue! The system needs an overhaul ASAP!! Our consumers are being threatened by a system that is unsupported in the quantity and quality of professionals in the appraisal industry.

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