

TEXAS APPRAISER LICENSING  
AND CERTIFICATION BOARD

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vs.

DOCKETED COMPLAINT NO.  
14-272

LENA G. WALKER  
TX-1334107-R

**AGREED FINAL ORDER**

On the 15 day of May, 2015, the Texas Appraiser Licensing and Certification Board, (the "Board"), considered the matter of the certification of Lena G. Walker (the "Respondent").

In order to conclude this matter, Respondent neither admits nor denies the truth of the Findings of Fact and Conclusions of Law contained herein. Respondent further agrees to the disciplinary action set out in this Agreed Final Order (the "Agreed Final Order"). The Board makes the following findings of fact and conclusions of law and enters this Agreed Final Order in accordance with TEX. OCC. CODE § 1103.458.

**FINDINGS OF FACT**

1. Respondent is a Texas state certified residential real estate appraiser who holds certification number TX-1334107-R and was certified by the Board during all times material to the above-noted complaint.
2. Respondent appraised residential real property located at 412 Crosstimber Drive, Hurst, Texas (the "Property"), on or about January 28, 2013.
3. Thereafter, the complaint, numbered 14-272, was filed with the Board by an appraisal management company, on or about July 28, 2014. The Board investigated the complaint to ensure compliance with the Uniform Standards of Professional Appraisal Practice (USPAP), TEX. OCC. CODE CHPT. 1103 (the "Act") and 22 TEX. ADMIN. CODE CHPT. 153 and 155 (the "Rules").
4. The Board, in accordance with the mandate of TEX.GOV'T CODE ANN. CHPT. 2001, the Administrative Procedure Act (the "APA"), and the Act, notified Respondent of the nature of the accusations involved, on or about August 5, 2014. Respondent was afforded an opportunity to respond to the accusations in the complaint and was also requested to provide certain documentation to the Board. Thereafter, the Respondent responded with documentation, on or about September 1, 2014.
5. As a result of the Board's investigation, the Board contends that Respondent violated TEX. OCC. CODE § 1103.405, 22 TEX. ADMIN. CODE §§ 153.20(a)(6) and 155.1(a)

by the following acts or omissions which did not conform to USPAP in effect at the time of the appraisal of the Property:

- a. USPAP Scope of Work Rule, USPAP Standards Rules 1-2(h) and 2-2(b)(viii) – Respondent failed to perform the scope of work necessary for credible assignment results;
- b. USPAP Standards Rule 2-2(b)(x) – Respondent failed to state the use of an extraordinary assumption would affect the assignment results;
- c. USPAP Standards Rules 1-2(e)(i) and 2-2(b)(iii) – Respondent failed to adequately identify and report the site description;
- d. USPAP Standards Rules 1-2(e)(i) and 2-2(b)(iii) – Respondent failed to adequately identify and report the improvements;
- e. USPAP Standards Rules 1-2(e)(iv) and 2-2(b)(viii) – Respondent failed to identify and report the Property's zoning;
- f. USPAP Standards Rules 1-3(b) and 2-2(b)(ix) – Respondent failed to properly develop the opinion of highest and best use;
- g. USPAP Standards Rules 1-1(a) and 1-4(b)(i) – Respondent failed to use an appropriate method or technique to develop a site value determination;
- h. USPAP Standards Rules 1-1(a), 1-4(a), and 2-2(b)(viii)– Respondent has failed to collect, verify, analyze and reconcile comparable sales data adequately and has not employed recognized methods and techniques in the sales comparison approach;
- i. USPAP Standards Rules 1-6(a) and 2-2(b)(viii) – Respondent failed to reconcile the quality and quantity of the data within the sales comparison approach; and
- j. USPAP Standards Rules 1-1(a), 1-1(b), 1-1(c), 2-1(a), and 2-1(b) – For the reasons detailed above, Respondent produced an appraisal report for the Property that contained several substantial errors of omission or commission by not employing correct methods and techniques. This resulted in an appraisal report that was not credible.

6. Respondent made material misrepresentations and material omissions of material fact with respect to the appraisal of the Property as detailed above.

7. In order to reach an expeditious resolution of this matter and avoid the time and expense of litigation, the parties enter into this Agreed Final Order in accordance with TEX. OCC. CODE § 1103.458.

## CONCLUSIONS OF LAW

1. The Board has jurisdiction over this matter pursuant to the Act.
2. Respondent violated the above-noted provisions of USPAP as prohibited by TEX. OCC. CODE § 1103.405 and 22 TEX. ADMIN. CODE §§ 155.1(a) and 153.20(a)(6).
3. Respondent violated 22 TEX. ADMIN. CODE § 153.20(a)(12) by making material misrepresentations and material omissions of material fact.
4. The parties are authorized to resolve their dispute by means of a consent order in accordance with TEX. OCC. CODE § 1103.458.

## ORDER

Based on the above findings of fact and conclusions of law, the Board **ORDERS**:

1. **EDUCATION.** On or before May 15, 2016, Respondent shall submit documentation of attendance and successful completion of the classes set out below to the Board. All classes required by this Agreed Final Order must be classes approved by the Board. Unless otherwise noted below, all classes must require in-class attendance. If the class requires an exam, Respondent must receive a passing grade on the exam. None of the required class hours will count toward Respondent's continuing education requirements for licensure. Respondent is solely responsible for locating and scheduling classes to timely satisfy this Agreed Final Order and is urged to do so well in advance of any compliance deadline to ensure adequate time for completion of the course in the event of course cancellation or rescheduling by the course provider.
  - a. A classroom course on USPAP, a minimum of fifteen (15) class hours, on or before May 15, 2016.
2. **MENTORSHIP.** On or before May 15, 2016, Respondent shall complete eight (8) hours of in-person mentorship conducted by a certified USPAP instructor approved by the Board in accordance with the schedule and topics set out below. Respondent shall submit a certification of completion signed by the approved certified USPAP instructor and a signed copy of the Guidelines for Texas Appraiser Licensing and Certification Board Mentors and Mentees on or before the due date listed for each mentorship requirement. Respondent is solely responsible for locating and scheduling an approved mentor to timely satisfy this Agreed Final Order and is urged to do so well in advance of any compliance deadline to ensure adequate time for completion.
  - a. Eight (8) hours of mentorship concerning the sales comparison approach and the above-noted violations in the findings of fact, on or before May 15, 2016.

3. Respondent shall fully and timely comply with all of the provisions of this Agreed Final Order; and
4. Respondent shall comply with all provisions of the Act, the Rules of the Board, and USPAP in the future or be subjected to further disciplinary action.

#### **ACKNOWLEDGMENT AND WAIVER**

**IF RESPONDENT FAILS TO TIMELY COMPLY WITH ANY TERMS IN THIS AGREED FINAL ORDER, WHICH HAS A SPECIFIC, STATED DUE DATE, RESPONDENT SHALL BE ASSESSED A \$1,000 ADMINISTRATIVE PENALTY AND RESPONDENT'S LICENSE, CERTIFICATION, AUTHORIZATION OR REGISTRATION SHALL BE SUSPENDED, UNTIL RESPONDENT IS IN FULL COMPLIANCE WITH THE TERMS OF THIS ORDER AND THE \$1,000 ADMINISTRATIVE PENALTY HAS BEEN RECEIVED BY THE BOARD.**

**ANY SUCH SUSPENSION SHALL BE EFFECTIVE WITHOUT THE NEED FOR A HEARING OR OTHER ADMINISTRATIVE DUE PROCESS UNDER THE ACT OR THE APA, AND RESPONDENT SPECIFICALLY WAIVES ANY SUCH HEARING OR DUE PROCESS.**

Respondent, by signing this Agreed Final Order, waives the Respondent's right to a formal hearing, any motion for rehearing, and any right to seek judicial review of this Agreed Final Order or to bring any civil suit in state or federal court regarding the validity or enforcement of this Agreed Final Order, regardless of the claims asserted. This Agreed Final Order, the findings of fact and the conclusions of law contained in it have been fully and fairly litigated or the parties had an opportunity to so litigate. This matter has been finally adjudicated and resolved via this Agreed Final Order. This Agreed Final Order shall be treated as res judicata, precluding any re-litigation of those claims and extinguishing the right to bring suit on the matter by the parties or those in privity with them. Information about this Agreed Final Order is subject to public information requests and notice of this Agreed Final Order will be published on the Board's website.

I have read and reviewed this entire Agreed Final Order fully and am entering into it of my own free will to avoid the expense of litigation and to reach an expeditious resolution of the matter. I neither admit nor deny that the findings of fact and conclusions of law contained herein are correct. I understand all of my compliance obligations under this Agreed Final Order and the consequences for failing to comply with those obligations.

I understand that the Board and its staff cannot provide me with legal advice and I am aware of my right to be represented by an attorney of my own choosing. I am aware of my right to a hearing, and hereby waive a hearing and also waive any right to seek judicial review of this Agreed Final Order, including for any subsequent action resulting from my failure to timely comply with an administrative requirement of this Agreed Final Order (e.g. payment of a penalty, completion of remedial education, or failure to provide logs).

**DELIVERY OF DOCUMENTS AND PAYMENTS FOR COMPLIANCE**

Respondent is solely responsible for timely delivery to the Board of all documents and payments necessary for compliance of this Agreed Final Order. Payment of any administrative penalties due must be in the form of a cashier's check or money order made payable to the "Texas Appraiser Licensing and Certification Board" and delivered via certified mail, return receipt requested. Respondent shall retain documentation (reply email, fax confirmation, return receipt, etc.) confirming timely receipt by the Board of all the documents necessary for compliance of this Agreed Final Order.

Respondent shall send all documents and payments necessary for compliance by: (1) email to: [compliance.talcb@talcb.texas.gov](mailto:compliance.talcb@talcb.texas.gov); (2) fax to: (512) 936-3966, attn: Compliance; or (3) certified mail, return receipt requested, to: Standards & Enforcement Services, Texas Appraiser Licensing & Certification Board, Stephen F. Austin Building, 1700 N. Congress Ave., Suite 400, Austin, TX 78701.

**EXECUTION**

This agreement may be executed in one or more counterparts, in form of electronic mail, facsimile, or other written expression of agreement, each of which shall be deemed an original and together shall comprise evidence of full execution of the agreement.

THE DATE OF THIS AGREED FINAL ORDER shall be the date it is executed by the Chairperson of the Texas Appraiser Licensing and Certification Board. The Chairperson has been delegated the authority to sign this Agreed Final Order by the Texas Appraiser Licensing and Certification Board vote.

**RESPONDENT**

Signed this 24 day of March, 2015.

Lena G. Walker  
Lena G. Walker

SWORN TO AND SUBSCRIBED BEFORE ME, the undersigned, on the 24 day of March, 2015, by Lena G. Walker, to certify which witness my hand and official seal.

Kathleen M. Shannon  
Notary Public's Signature

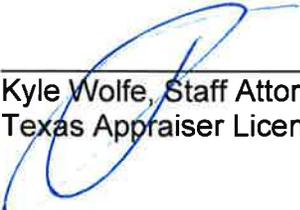
KATHLEEN M. SHANNON  
Notary Public's Printed Name



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**STANDARDS AND ENFORCEMENT SERVICES DIVISION**

Signed by the Standards and Enforcement Services Division this 25<sup>th</sup> day of March, 2015.

  
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Kyle Wolfe, Staff Attorney  
Texas Appraiser Licensing and Certification Board

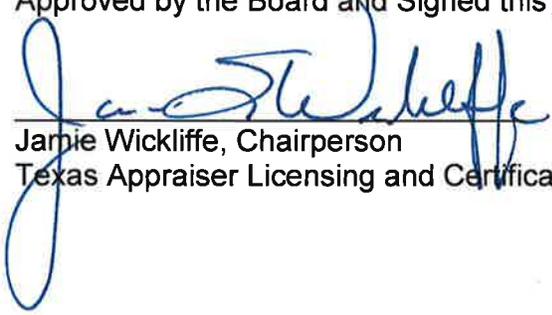
**COMMISSIONER**

Signed by the Commissioner this 1 day of April, 2015.

  
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Douglas Oldmixon, Commissioner  
Texas Appraiser Licensing and Certification Board

**CHAIRPERSON**

Approved by the Board and Signed this 15 day of May, 2015.

  
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Jamie Wickliffe, Chairperson  
Texas Appraiser Licensing and Certification Board

TALCB COMPLAINT NO. 14-272

TEXAS APPRAISER LICENSING  
AND CERTIFICATION BOARD ("BOARD")

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BEFORE THE TEXAS APPRAISER  
APPRAISER LICENSING AND  
CERTIFICATION BOARD

V.

LENA G. WALKER  
LICENSE NO. TX-1334107-R

SITTING IN AUSTIN  
TRAVIS COUNTY, TEXAS

ORDER GRANTING EXTENSION OF TIME

On May 13, 2016, the Texas Appraiser Licensing and Certification Board considered the Respondent's request for an extension of time in this matter.

Respondent Lena G. Walker submitted a request for extension of time in this matter. The Board originally approved an Agreed Final Order in this matter on May 15, 2015, which required the respondent to complete a 15-hour in-person course on the Uniform Standards of Professional Appraisal Practice (USPAP) on or before May 15, 2016. Respondent has been unable to attend the required course due to illness and the lack of an available in-person 15-hour USPAP course. Respondent requests the Board to grant an extension of time, to allow her to complete the required 15-hour in-person USPAP course. Respondent has satisfied the remaining terms and conditions of the Agreed Final Order previously approved by the Board in this matter, and Respondent has registered to take the required 15-hour in-person USPAP course on June 11-12, 2016.

Upon review, the Board GRANTS Respondent's request for extension of time.

IT IS THEREFORE ORDERED that Respondent shall complete a 15-hour in-person USPAP course and submit satisfactory evidence of course completion to the Board on or before July 15, 2016.

Approved by the Board and signed this 13<sup>th</sup> day of May, 2016.

  
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Jamie Wickliffe, Chair  
Texas Appraiser Licensing and Certification Board