

THE VIRTUOSO

A Newsletter of North Carolina's Candidates' Club

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APPRAISAL LEGISLATION

The appraisal profession has been under fire for the past several years. Appraisers have been blamed for some of the problems facing the Savings and Loan Industry. They have been accused of advocacy appraising--that unacceptable practice of reaching a predetermined value. Some have been charged with not keeping current with training and standards. Assessors, most of whom are appraisers, have come through the past several years in the best shape ever. The assessor's image is one of hard working, honest and professional. Their product, fair and equitable assessments, has its highest level of acceptance of any period of time.

Congressman Bernard, of Georgia, led a very lively fight for the federal government to regulate the savings and loan industry and the appraisal industry. Once the federal government started considering legislation to regulate appraisers most of the states moved to bring themselves into compliance with the proposed federal legislation.

The North Carolina Real Estate Commission, after meeting with Congressman Bernard, studying the issue and holding public hearings, proposed legislation that was known as HB 492. The public hearing on HB 492 was held at the Legislative Building on April 12, 1989. It drew a large crowd with most speakers and most organizations opposing the original bill. It would have

required all appraisers who wished to become "state certified" to hold a broker's license or a salesman's license. It would have increased the educational requirements for those licenses. Anyone who violated any real estate law while appraising real estate would be subject to disciplinary action. Anyone who signed off on an appraisal report as completed by a certified appraiser would be in violation if he or she were not certified by the North Carolina Real Estate Commission.

A very large percentage of appraisers in the state would have been exempt from that original bill. Government appraisers, employees of banks, savings and loan associations, savings banks and credit unions would not have been covered by the first draft. Any appraiser required to be certified by the Revenue Department would have been exempt from this legislation including the assessor's staffs and the mass appraisal firms.

A number of persons involved with the assessment field voiced concern that if we were to be exempted from the requirements the good name and image that many have worked so hard to obtain would go out the window once we were no longer "state certified". The original draft would have prohibited any other organization, including the N.C. Department of Revenue, from using the terminology "certified". Only the N.C. Real Estate Commission could use that phrase.

HB 492, after committee substitute, does not resemble the legislation blasted at the April public hearing. Everything is voluntary. While no one would be required to be certified, pending Federal Legislation would require state certification for all appraisals in all federally involved transactions after July 1, 1991. This would include the sale, lease, or financing of real estate in which the FDIC, FSLIC, FNMA, FHA, VA is involved in any way.

The committee substitute for HB 492 passed the N.C. House of Representatives and Senate. The bill has its positive points. It will require a certain amount of education and a requirement for continuing education. It is a two-tiered level of qualification. The lower level, called "state licensed" requires 90 classroom hours of instruction with concentration on residential appraising. The upper tier, "state certified", requires 180 classroom hours in general appraisal topics such as residential, commercial, farm and vacant land. This level also requires two years of experience in appraising or equivalent appraisal education and/or experience. Both levels require the successful completion of a comprehensive examination. The main stumbling block removed was the requirement to be a broker or salesman. While this present version is much watered down, it probably is as strong as can be voted into law at the present time.

Nationally the fight to save the Savings and Loan Industry has kept the heat on all associations and agencies that are involved in this huge industry.

**DEBBE KING
STATE'S NEWEST CAE**

Debbe King recently was awarded the IAAO's CAE designation. Debbe received the RES designation in 1986. She is the

first woman in the state to hold either designation.

Debbe has been employed by the Mecklenburg County Tax Department since November 1972 and has been an appraiser since 1980. In the past, she has served on the Steering Committee of the North Carolina Candidates' Club as Moderator and Secretary/Treasurer. Debbe was appointed to the IAAO Professional Admissions Committee in 1988 and is currently serving as Professional Designation Advisor for North Carolina.

The Candidates' Club extends its congratulations to Debbe on these achievements.

NORTH CAROLINA CANDIDATES' CLUB

The North Carolina Candidates' Club was formed in 1984 to assist assessment personnel who are working toward the IAAO professional designations of Certified Assessment Evaluator (CAE) or Residential Evaluation Specialist (RES). Meetings are conducted twice a year at the Institute of Government in Chapel Hill. Spring meetings feature guest speakers, while fall meetings focus on workshops.

Anyone interested in obtaining an IAAO professional designation is invited to attend.

**JACK MAYES TAKES POSITION ON
IAAO EXECUTIVE BOARD**

Jack Mayes, Supervisor Business Personal Property for Mecklenburg County, has won nomination to Position #3 on the IAAO Executive Board for 1989.

Mayes has been a regular member of IAAO since 1967 and has been very active in the association for five (5) years. Some of the areas Mayes has worked or received awards in are as follows:

State Representative 1986, 1987
and 1988

Coauthor IAAO Course 5

Speaker/Moderator at IAAO
Conferences 1984, 1985 and
1986

Member of Nominating Committee
1986

Member of Professional Ethics
Committee 1987 and 1988

Speaker at Personal Property
Seminars 1985, 1986, 1987
and 1988

Instructor at Valuation of
Machinery & Equipment
Workshops 1987 and 1988

Recipient of IAAO McCarren
Award 1986 and 1987

Recipient of Presidential
Citation Award 1986

Member of IAAO Editorial Board
1989

Recipient of IAAO "Most
Valuable Member Award" 1988

Mayes most recently attended the
NRAAO Conference in Atlantic City, New
Jersey, and NCRAAO Conference in Des
Moines, Iowa, in a continuing effort to
make known his experience and
qualifications.

Congratulations, Jack!



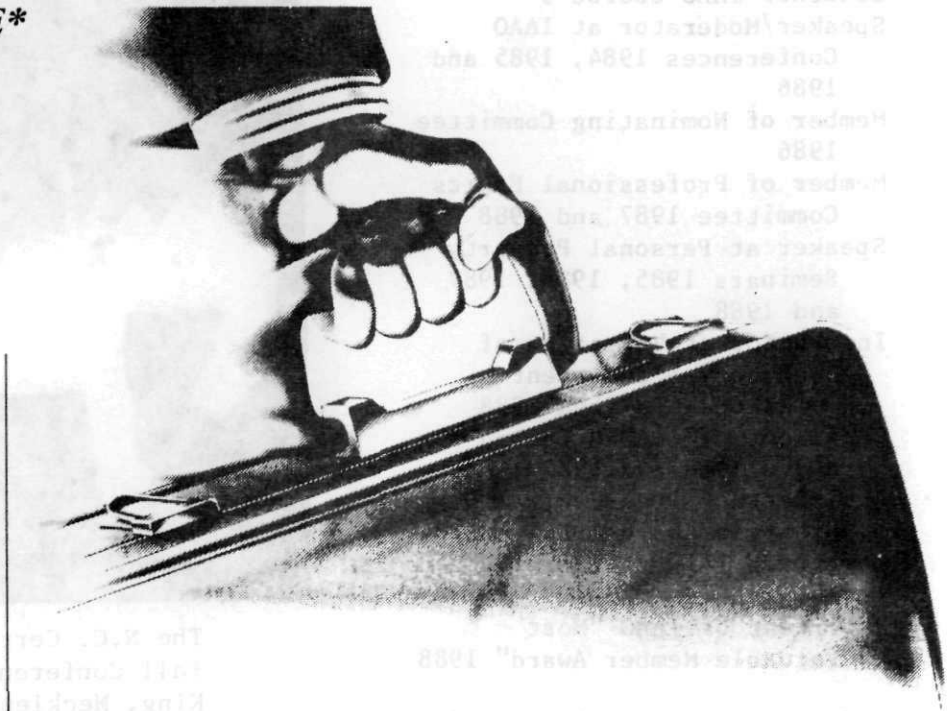
The N.C. Certified Appraisers at the NCAAO
Fall Conference in 1988 (left to right, Debbe
King, Mecklenburg County; Ralph Neely, Mecklen-
burg County; Rose Robinson, Onslow County;
Stephen Pate, Guilford County; Philip Wynn.

1988-89 NCAAO Officers (left to right, Jimmy
Hardee, Past President; Johnny Edmondson, Wilson
County, Treasurer; Ken Murray, Nash County,
Vice-President; Terry Roland, Cabarrus County,
President. Cecil Dills Jackson Co., Secretary)



On Becoming a Professional in Property Tax Administration

Gregory J. Lafakis, CAE*



What is the philosophy of a professional? Professionals in any field genuinely enjoy their work and consistently strive to be the best at what they do. Since professionalism depends on being happy and good at what you do, it is a subjective concept. However, you can develop attributes that will lead to a happier, more rewarding career in property tax administration and, if adopted as career-guiding principles, will elevate you to the level of professional.

Do Better Each Day

If you view your job as a burden and need to force yourself into going to work each day, or if you look forward to quitting time from the moment you get to work, you are obviously in the wrong field. Professionals enjoy their work, are high achievers, and try to improve their performance day by day.

Plan Your Professional Growth

An old saw says that some are born to greatness and others have greatness thrust upon them. It is more likely that greatness is planned for and painstakingly achieved. Professional development takes planning. To achieve professionalism you must set objectives and goals in all phases of your development. The objectives

**Mr. Lafakis was the 1987 winner of two IAAO awards, the Harry Galkin Award and the Verne W. Pottorff Professional Designee of the Year Award. He is attorney at law with the firm of Doody and Lafakis, Ltd., Chicago, Illinois.*

must be realistic and reachable yet lofty enough to make you strive for your highest professional potential. Are there risks? Of course there are. But even making the effort will make you feel like a new person. Reputations are made by trying things that can't be done, and doing them.

Set a Good Example

There are always things to gripe about. Even though complaining seldom does more than alienate people, there are those who do nothing but whine about the negative aspects of their jobs. Professionals are not necessarily the extroverts in a crowd, but they create a positive image in the way they talk, the way they dress, and the way they act. Their colleagues look up to them and go to them for advice. Younger staff members emulate their behavior. Professionals have an exemplary internal code of conduct and stick to it.

Involve Yourself in Your Profession

Trade publications represent a multi-billion dollar industry — not just be-

cause people like to read. Professionals keep up-to-date in their fields. They expand their horizons, looking beyond their own jurisdictions. Professionals fight provincialism. Nearly everyone has been bored to death by those who talk only about the ways things are done "back home." Although professionals may be members of several professional associations, they are not mere joiners, but take active roles by working on committees or by serving as officers. They are always willing to share the experiences and knowledge that have made them professionals.

Always Look for Fun in Your Job

Have you ever noticed how those who are recognized as professionals never seem to find tasks too onerous? Professionals accomplish tasks cheerfully, which sets them apart from the whiners and complainers. The true professional can find a source of joy in

any task and transform problems into routine operations.

March to a Different Drummer

Whereas the meek seek safety in anonymity, professionals separate themselves from the pack. Professionals have a well-developed self-image and deliberately set themselves apart from the group.

Education is the Key

Professionals always seek to expand their knowledge. Education in any form—formal coursework, seminars and workshops, life experiences, voracious reading—enables individuals to learn without the time-consuming experimentation of trial and error. Professional certification programs recognize those who have demonstrated specialized knowledge. Education in this context entails the development of logical reasoning and the ability to think. A keen mind is the most notable characteristic of a professional. For the professional there is no end to education. No required continuing education program keeps professionals interested in learning; they are motivated by their own curious minds.



Be Well-Rounded

Professionals are not boring and one-dimensional. Although they know a lot about their own fields, professionals enjoy a full range of interests, and are open to new thoughts and ideas. They are good listeners and good communicators.

Be the Very Best

Professionals thrive in every career, in every undertaking, and at every level of life, not just in the upper echelons of a jurisdiction or an industry. Professionals are the best at what they do, whether secretary or technician, doctor or lawyer.

Conclusion

These principles are especially applicable to the field of property tax administration, where our predecessors have developed educational programs, standards, and a code of conduct to assist us in the task. By developing the characteristics of a professional, you can increase your self-esteem and enhance your reputation as a professional in the field of property tax administration. As a result, you will experience a sense of accomplishment and earn the respect of colleague and adversary alike.

This article has been reprinted with permission from the International Association of Assessing Officers September/October 1989 publication, Assessment Digest. The author, Gregory Lafakis, CAE has also given his permission to have the article reprinted. This article embodies the goals of every Candidates' Club.

IAAO has also complete set of standards available for purchase. The objective of these standards is to provide a systematic means by which concerned assessing officers can improve and standardize the operation of their offices. Single copies of these standards can be obtained at a handling charge of \$8.00 per standard; IAAO members can receive copies of these standards at charge of \$5.00 per standard or a complete set of standards is available for \$50.00. These can be obtained through: Publication Sales, International Association of Assessing Officers, P.O. Box 88874, Chicago, IL 60680-1884.

Standard on Training of Assessing Officers and Valuation Personnel
(July 1978), Order #91037

Standard of Pre-Entry Education for Assessing Officers and Valuation Personnel
(September 1978), Order #91045

Standard on Certification of Assessing Officers and Valuation Personnel
(October 1979), Order #91053

Standard on Property Use Codes
(May 1980), Order #91061

Standard on Assessment-Ratio Studies
(September 1980), Order #9107X

Standard on Assessment Appeal
(December 1981), Order #91088

Standard on Facilities, Equipment and Supplies
(February 1982), Order #91096

Standard on the Applications of the Three Approaches to Value in Mass Appraisal
(September 1983, revised August 1985), Order #91428

Standard on Mass Appraisal of Real Property
(March 1984), Order #91312

Standard on Mass Appraisal of Personal Property
(August 1985), Order #91398

Standard on Contracting for Assessment Services
(September 1986), Order #9060

Standard on Urban Land Valuation
(July 1987), Order #90634

Standard on Cadastral Maps and Parcel Identifiers
(January 1988; replaces 1976 Standard on Assessment Maps and Parcel Identifiers),
Order #90669

Standard on Public Relations
(June 1988; replaces 1977 Standard on Public Relations), Order #91029

IAAO has an ever increasing video library for members to rent or purchase. This tape library has been developed by IAAO to assist the assessor's office in training employees as well as education of the public. Some of the tapes have been produced by or in conjunction with IAAO (this is where the Education Committee spends money). By being a member of the International Association of Assessing Officers these tapes can be rented for a fee of \$10.00 per tape or purchased for the indicated amount.

AN INTERNATIONAL ARBITRATION

Demonstrates the assessment appeal process. Case study involves the market value of a resort property's lease. Produced by the New Zealand Institute of Valuers. 240 minutes. \$??.??

A PERFECTLY NORMAL DAY

Teaches time saving techniques to help control and manage daily interruptions and crises at work. Produced by Cally Curtis Company. 27 minutes. \$577.50

BE PREPARED TO SPEAK

Demonstrates how to prepare and practice for an effective presentation. Produced by Toastmasters International. 26 minutes. \$75.00

NEW WORLD OF GEOGRAPHIC INFORMATION SYSTEMS

Shows how to select and develop a GIS. Demonstrates system capabilities and discusses future technology. Produced by the American Society for Photogrammetry and Remote Sensing. 45 minutes. \$50.00

PRICING RESIDENTIAL PROPERTIES: WHAT'S IT WORTH?

Uses an interactive format to address procedures for analysis of comparables, competitive market analysis, value trends, and appraisal procedures. Produced by National Association of Realtors. 60 minutes. \$266.00

RESIDENTIAL CONSTRUCTION

Offers a behind-the-scenes look at the construction of a house. Topics covered include: property location, housing styles, substructures, mechanical systems, insulators, and exteriors. Produced by American Institute of Real Estate Appraisers. 35 minutes. \$55.00

RESIDENTIAL INSPECTION

Demonstrates a step-by-step inspection of a typical residential property. Produced by the American Institute of Real Estate Appraisers. 20 minutes. \$55.00

RIPPLES

Illustrates the repercussions of good and poor customer service. Develops an awareness of good customer service skills. Produced by Cally Curtis Company. 18 minutes. \$550.00

UNIFORM RESIDENTIAL APPRAISAL REPORT

Provides detailed directions for how to complete the standard report form (URAR). Produced by the American Institute of Real Estate Appraisers. 35 minutes. \$55.00

A FAIR PROPERTY TAX: THE ASSESSOR'S WORK

Explores important policy issues in assessment by describing the work of an assessment office. Produced by the International Association of Assessing Officers and the Lincoln Institute of Land Policy. 18 minutes. \$70.00

CONSTITUTION OF THE NORTH CAROLINA CANDIDATES CLUB

ARTICLE I

Name and Objectives

Section 1. The name of this organization shall be the North Carolina Candidates Club.

Section 2. The objective of this club shall be to promote the International Association of Assessing Officers Professional Designation program in order to improve the standards of assessment procedure and practice throughout North Carolina.

ARTICLE II

Membership and Dues

Section 1. Regular Members. Governmental (State and Local) employees who are actively involved in Property Tax Assessment in North Carolina. Annual dues payable on or before the first annual meeting shall be \$10.00 per year.

Section 2. Subscribing Members. Persons not eligible as regular members who subscribe to the objectives of the club. Annual dues payable on or before the first annual meeting shall be \$20.00.

Section 3. Honorary Members. CAE's who have attained their designation through the North Carolina Candidates Club or who have attained the CAE designation in the past who are residents of North Carolina.

Section 4. Voting Rights. Voting rights are reserved for regular members and subscribing members who are in good standing.

Section 5. Ethics. Every member of the club agrees to conduct himself or herself in a manner that shall reflect credit upon the profession of assessing; to protect that profession from any form of activity found to be unjust, unethical or detrimental to the public or to the profession; and to give strict adherence to the Code of Ethics which has been adopted by the North Carolina Association of Assessing Officers and the International Association of Assessing Officers.

Section 6. Dues. Members in good standing shall be those who have made timely payment of dues. Timely payment being dues paid on or before the first annual meeting.

ARTICLE III

Steering Committee

Section 1. Selection. At the second semi-annual meeting, two (2) persons who are members in good standing, shall be elected for a three (3) year term from the regular and subscribing members. Total membership shall be six (6).

Section 2. Moderator. The steering committee shall elect a moderator for the purpose of: (a) calling steering committee meetings, (b) conduct the business for the steering committee; (c) report to the membership, (d) preside at regular club meetings.

Section 3. Secretary/Treasurer. The steering committee shall elect a Secretary/Treasurer to: (a) serve as club secretary at all club meetings and steering committee meetings, (b) to handle all correspondence for club, (c) to handle all funds for club, (d) to preside in absence of moderator at club meetings and steering committee meetings.

ARTICLE IV

Meetings

Section 1. Meetings. The club shall hold two (2) semi-annual meetings at the Institute of Government in Chapel Hill. Meetings shall be devoted to discussion of matters of interest pertaining to achieving a professional designation through the International Association of Assessing Officers Professional Admissions Program.

Section 2. Business Meetings: A business meeting shall be held at each of the two (2) semi-annual meetings of the Candidates' Club.

ARTICLE V

Amendments

Section 1. Amendments. This Constitution may be amended by a majority vote of regular and subscribing members in good standing, present and voting at the semi-annual meetings.

ARTICLE VI

Fiscal Year

Section 1. Fiscal Year. The fiscal year of the club shall be from January 1 to December 31.

NORTH CAROLINA TAX ASSOCIATIONS

WESTERN NORTH CAROLINA TAX ASSOCIATION--meets second Tuesday of each month beginning at 10:30 AM and concludes with lunch. Elections are held in May. Approximately 25-30 attend the meetings.

Counties Involved--Buncombe, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, Mitchell, Polk, Swain, Transylvania, and Yancey. Officers for 1989-1990 are:

President: Margaret Claxton, Jackson County Appraiser
 Vice-President: Charles Clark, Buncombe County Assessor
 Secretary/Treasurer: Mary Jean Presnell, Haywood County Appraiser

WESTERN PIEDMONT TAX ASSOCIATION--meets second Thursday of each month, beginning at 6:30 PM with a social and concludes after meal and meeting. Elections are held in October. Approximately 20 attend the meetings.

Counties Involved--Ashe, Alexander, Alleghany, Avery, Burke, Caldwell, Catawba, Cleveland, Gaston, Lincoln, McDowell, Rutherford, Surry, Watauga, and Wilkes. Officers for 1988-1989 are:

President: Nancy Bost, Burke County Assessor
 Vice-President: Bill Doolittle, Rutherford County Administrator
 Secretary/Treasurer: Roy Abshire, Wilkes County Collector

CENTRAL PIEDMONT TAX ASSOCIATION--meets first Thursday of each month, beginning at 6:30 PM with a social and concludes after meal and meeting. Elections are held in December and an average of 30 attend the meetings.

Counties Involved--Alamance, Anson, Cabarrus, Chatham*, Davidson, Davie, Forsyth, Guilford, Iredell, Mecklenburg, Montgomery, Randolph, Rockingham, Rowan, Richmond*, Stokes, Union, Yadkin, Stanly, Wilkes**. Officers for 1988-1989 are:

President: George Short, Anson County Assessor
 Vice-President: John Prather, Davidson County Assessor
 Secretary/Treasurer: John Petrosky, Mecklenburg County Assessor

*also active in Lower Cape Fear Association.

**also active in Western Piedmont Association.

ALBEMARLE TAX ASSOCIATION--meets second Tuesday night, every other month, beginning at 7:00 PM with dinner and concludes after the meeting. Elections are held in December, and an average of 35-40 attend the meetings.

Counties Involved--Camden, Chowan, Currituck, Dare, Gates, Hyde, Pasquotank, Perquimans, Tyrrell, and Washington. Officers for 1988-1989 are:

President: Jim Porter, Washington County Assessor
 Vice-President: Linda Basnight, Hyde County Assessor
 Secretary/Treasurer: Doris Hendrix, Currituck County Assessor

LOWER CAPE FEAR TAX ASSOCIATION--meets third Thursday night, every other month, beginning at 6:00 PM with a social, dinner at 7:00, and concludes after program. Elections are held in December and approximately 50 people attend the meetings.

Counties Involved--Bladen, Brunswick, Chatham, Columbus, Cumberland, Duplin, Hoke, Moore, New Hanover, Onslow, Pender, Richmond, Robeson, Sampson, Scotland. Officers for 1988-1989 are:

President: Roland Register, New Hanover County Assessor
 Vice-President: Betty Smith, Bladen County Assessor
 Secretary/Treasurer: Deborah Barrett, Cumberland County Assessor's Office

COASTAL PLAINS TAX ASSOCIATION--meets first Tuesday night of each quarter, beginning at 6:30 PM with a social, dinner at 7:30, and concludes after program. Elections are held in October and approximately 60 people attend the meetings.

Counties Involved--Beauford, Bertie, Carteret, Craven, Edgecombe, Green, Halifax, Hertford, Johnston, Jones, Lenoir, Martin, Nash, Northampton, Pamlico, Pitt, Wayne, and Wilson. Officers for 1988-1989 are:

President: Ron Antry, Craven County Assessor

Vice-President: Bertie Joyner, City of New Bern Collector

Secretary/Treasurer: Wayne Vanderford, Jones County Assessor

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