



Happy New Year!

TEAM Welcomes New Instructor Terry Taylor



Terry Taylor

TEAM has added a new instructor: Terry Taylor, CAE, AAS, RES. Terry has nearly 30 years of experience in ad valorem assessments. In his position as director of residential

real estate in Orange County, Fla., he has demonstrated expertise in commercial, industrial, agricultural and residential properties. As an appraisal information specialist in the theme park capital of the world, Terry's exposure to value adjustment board appeals established a solid foundation as he progressed into real estate management.

Terry earned a bachelor of science degree in business administration at the University of Central Florida. He is professionally designated, holding the Certified Assessment Evaluator (CAE), the Assessment Administration Specialist (AAS), as well as the Residential Evaluation Specialist (RES) designations. He is also a senior IAAO instructor.

Terry served as chair of the IAAO Member Recognition Committee and currently chairs the Florida chapter of the IAAO Real Property Committee. He also serves on the IAAO Professional Development Committee and has chaired several international task forces. His contri-

butions to IAAO have earned him the Florida Chapter IAAO Member of the Year award, the IAAO Instructor of Excellence as well as the IAAO Global Award. TEAM is very pleased to have Terry as an instructor.

Workshops Terry Teaches:

- Mass Appraisal Analysis & Benchmarks
- Development of Capitalization Rates
- Contamination & Valuation
- Issues Workshop
- Senior Housing Valuation Workshop
- Valuation of Self Storage Properties
- Valuation of Lodging Properties
- Preparation & Presenting a

- Valuation Appeal Workshop
- Valuation of Fast Food Restaurants Workshop
- Valuation of High-End & Difficult Homes Workshop
- Low-End Residential Properties
- Valuation of Residential Land
- Valuation of Manufactured Homes Workshop
- Valuation of Mobile Home Parks Workshop
- Reconstructing Income & Expense Statements
- Public Relations & Customer Service

You can contact Terry at Trtaylor08@yahoo.com or 772-480-8064. Mail: Terry Taylor, CAE, AAS, RES, 892 Foster Ave, Sebastian, FL 32958. ❖

Rasmussen Named Iowa Outstanding Member

Reprinted with permission from the ISAA Public Relations Committee



Amy Rasmussen

The Iowa State Association of Assessors (ISAA) awarded IAAO President-Elect Amy Rasmussen, RES, AAS, FIAAO, with their

Outstanding Member Award at a recent conference in Des Moines. The recipient of the award is selected based on leadership qualities, professionalism, and contributions to the ISAA.

Amy is chief deputy assessor

for Polk County and has three decades of experience in the assessment field. ISAA President Shari Plagge cited Amy's positive personality and the many contributions she has given, and continues to give, to Iowa assessors, including as an instructor, where she has taught at the local, regional and national levels.

Amy is a TEAM instructor, and you learn more about her at: <http://www.teamconsulting.cc/instructors.html>.

AAS Designation

Reprinted with permission from IAAO

Congratulations to the following appraisal professionals for obtaining their AAS designation by using TEAM's AAS Case Study Review material.



Tina W. Stone, PPS, AAS, revenue administrator III/ Personal Property Division Manager, Siler City, North Carolina, has earned her Assessment Administration

Specialist professional designation. She has been with the North Carolina Department of Revenue for five years and has been in the profession for 30 years, with 25 years at the Chatham County Tax Administration. She is active in her local IAAO chapter and works on the membership, ethics and governance committees, and previously served on the IAAO board of directors.



William "Billy" J. White, CAE, AAS, chief appraiser, Tax Appraisal District of Bell County, Belton, Texas, earned the Assessment Administration

Specialist professional designation. Mr. White has been in his current position for one year, has been in the profession for more than 12 years and is licensed with the state of Texas as a registered professional appraiser, Class III assessor/collector. He has an Associate Arts with honors in business administration from Coastline Community College and a Bachelor of Science, cum laude, in liberal arts from Excelsior College. Mr. White served over nine years in the U.S. Navy, most of which he served onboard the USS West Virginia and later served as a recruiter. ❖

Attention AAS Candidates

There are two upcoming opportunities to help you obtain your AAS designation.

In February, the Kansas County Appraisers Association (KCAA) is offering the required IAAO 402–Tax Policy course followed by the TEAM AAS Case Study Review workshop. This is a chance to knock one or both of these off your to-do list.

The IAAO 402 course will be Feb. 24–28, 2020. The AAS Case Study Review will be held the following week on March 2–4, 2020. Both will be held at the

Shawnee County Annex, 1515 NW Saline, in Topeka, Kan.

Cost for IAAO 402 is \$450. Cost for the AAS Workshop is \$350. Registered participants will receive materials by email that can be printed and brought to class. For more info or to register online, go to the KCAA website: <https://www.kscaa.net>.

On May 27–29, 2020, the Arkansas Chapter of IAAO will be hosting the TEAM AAS Case Study Review. For more info, contact Farrah Matthews-Bailey at fmatthews@totalassessments.com.

Travel Squad

We've been everywhere, man



Map provided by Keith Cunningham.

States where TEAM workshops were taught in 2019. Is your state missing?

It was another good year for TEAM as we work to achieve our goal of providing high-quality education for appraisal professionals. Using 17 instructors we held classes in 25 states, teaching over 1,700 students (not including student attendance under contractual agreements).

Let us know how we can help you with teaching or developing a workshop or series of workshops, or by providing other professional assistance. Visit our website at <http://www.teamconsulting.cc/>. You can also contact Brad Eldridge at

eldridge.brad@gmail.com or 785-550.0945 or Rick Stuart at r17stuart@gmail.com or 785.259.1379. ❖

Fellow Road Warriors

By Rick Stuart, CAE, CDEI

I was looking through some old files and found this video. Although it is 10 years old, it is still appropriate, and I found myself laughing again as if I had never seen it before. Hope your travels do not match the poor comedian's. <https://www.youtube.com/watch?v=c3O5hSKwnF4> ❖

I Got Hired

By Brad Eldridge, MAI, CAE

It was May 1994 and I'm getting ready for graduation from Baker University. One of our fraternity's alumni wrote a letter to our house. He had an appraisal firm and was looking for a Baker grad to help grow his young company.

I shared the letter with the other graduating seniors, and no one else seemed interested in responding to him. I was graduating soon and didn't have a job lined up yet, so I figured I'd respond.

The position was for a commercial real estate appraiser trainee. He asked for a transcript showing course grades and a writing sample. Easy, right?

I called my dad, who helped manage the local small-town bank branch to ask about what appraisers did. I knew they were related to the loan process, but didn't really know what they did.

After my dad told me a little about what appraisers do, I thought it sounded like a good idea to respond to the letter. After all, graduation day was approaching and I needed a job before the student loan payments became due.

Since appraisers go out in the field and take notes on a property, it sounded like taking good notes was important. He wanted a "writing sample," so I thought I'd showcase my handwriting skills. It seemed important to have good handwriting so others who used your inspection notes could understand your observations, right?

I drove to Kinkos and spent some of my last few dollars on some really nice letter paper for my cover letter and handwriting sample. I drove back home and typed up my cover letter on my Compaq 486 PC. Now it was time to draft some of the best handwriting that had ever been written.

I dropped my envelope with



[The appraisal firm] wanted a "writing sample," so I thought I'd showcase my *handwriting* skills. It seemed important to have good handwriting so others who used your inspection notes could understand your observations, right?

my typed cover letter, transcripts, and handwriting sample in the mail. I went back home and called my dad. I was so excited about this job prospect.

"So which class did you use for your writing sample?" my dad asked. I explained the amazing handwriting sample that I dropped in the mail. Then my dad said, "I think 'writing sample' might have been something from one of your classes."

Then it hit me. Appraisers write reports. My prospective employer wanted to see if I knew how to write a report! Oh \$&%@!

The next day I called the prospective employer. I said, "I think I may have misunderstood what you meant by 'writing sample.'" He told me he was glad I called and scheduled an interview with me for the upcoming Friday. "No big deal. Just bring a writing sample to the interview," he said.

I brought a paper I wrote for one of my business management classes to the interview. The interview went well and he offered me the job. He told me that he decided to hire me because I had the guts to call him immediately and let him know that I messed up and immediately tried to remedy the situation.

It was a fun and exciting time. I had a job! I was learning in an ever-

changing profession. I was told "sink or swim." I swam.

The firm where I worked was small—it had eight employees. I did everything from making coffee to answering the phones, then printing and binding the appraisals that I had written (after many reviews and revisions).

It was fun to work in a small business. We all knew each other well. When I'd take a handwritten message for someone on the phones and then give it to a co-worker, I'd get a "Thank you. Nice handwriting." They knew. Nothing is sacred in a small office environment.

I ended up working at that appraisal firm for 11 years. It was the only job I had before shifting gears to the assessment side of the appraisal profession. The handwriting misunderstanding may have gotten me into the appraisal profession, but I chuckle to myself every now and then when I'm teaching and writing on the whiteboard—I hope the folks in the back of the room think my handwriting is legible! If only they knew.... ❖



Learn more about Brad Eldridge and the courses he teaches at www.teamconsulting.cc/instructors. Email: eldridge.brad@gmail.com.



New TEAM Workshops Available

► Half-Day Customer Service

A new half-day workshop on customer service is now available. This workshop is designed to assist in the development, implementation and review of a customer service program. The workshop gives examples of how to be successful, what to avoid, and how to be responsive to the customer. Through the introduction of these various topics, tips and guidelines on application, plus a blend of humor and some good participation, everyone will be reminded of the need for good customer service.

Topics include: customer service objectives, public relations video and handling real-life situations. This workshop would also be a very effective educational session for a conference.

► Valuation of Fast Food Restaurants (1 day)

The fast-food industry continues to evolve with new designs and changes in how the market perceives this property type. This workshop takes a look at fast-food

properties, also known as Quick Service Restaurants (QSRs), in the restaurant industry. Current trends in QSRs are provided as well as real-world case studies that address first-generation vs. second-generation users, build-to-suit, credit tenant/long-term lease, and property rights valuation issues. Workshop material addresses USPAP, highest and best use, the cost, sales comparison and the income approaches.

The workshop gives guidance on how to collect and analyze income/expense information, developing capitalization rates from market transactions, along with how to incorporate investor surveys and secondary data sources into the analysis. The material outlines what to look for when applying comparable sales, as well as information on how different conditions of sale influence sale prices.

If you would like to book this workshop or have any questions concerning our educational offerings, please contact Brad Eldridge, MAI, CAE at eldridge.brad@gmail.com or (785) 550-0945. ❖

Attention IAAO Designees/Instructors *By Rick Stuart, CAE*

There has been a change in what is allowed for credit towards your designation recertification. For cycles beginning Jan. 1, 2018 and after, only 35 hours of instruction can be applied towards recertification. Requirements to be fulfilled are:

- Two 7-hour National USPAP Updates
- One IAAO 171-IAAO Standards of Professional Practice and Ethics
- A minimum of 14 hours of non-instructional education hours

- Up to 35 hours of credit for courses/workshops instructed

Most IAAO webinars provide two hours of credit. You are not limited to IAAO education for recertification. You must have completed at least 70 hours each cycle.

You can report hours online at www.iaao.org/ContinuingEd. IAAO will be introducing this tool to all designees soon.

Any questions can be directed to Jarron Paronto at IAAO at paronto@iaao.org. ❖

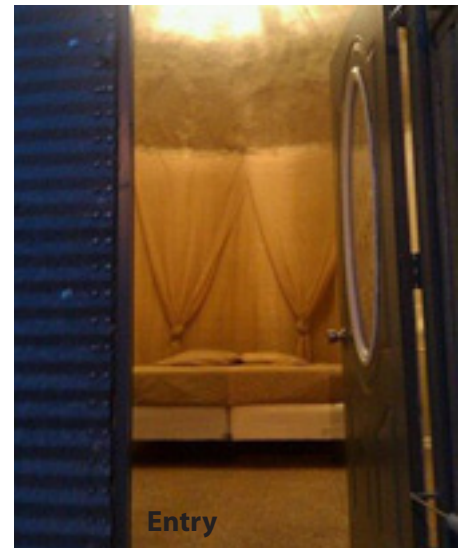
Interesting Buildings

By Rick Stuart, CAE, CDEI

Over the years I have collected a very large number of photos. They are actually in a file titled "Weird Buildings," but I thought a more appropriate title would be "Interesting Buildings." My intention is to publish a couple each issue. If you have picture(s) of building that have piqued your interest, email them to me at r17stuart@gmail.com. I will add to the file and the newsletter.

The following building is advertised as a "bridal suite." Personally, I think it might have limited demand.

Exterior



Interior

