

# THE DIVISION OF REAL ESTATE REVIEW

# Quarterly Newsletter

Illinois Department of Financial and Professional Regulation



**WINTER 2023** 

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# (AND FORMER DEPUTY DRE DIRECTOR) ERICKA JOHNSON

Dear Real Estate Community and Friends,

I hope this letter finds you in good health and high spirits. I want to take this opportunity to let you all know that my time as Deputy Director of the Division of Real Estate has come to an end. I am honored to announce that I will be stepping into the position of Deputy Secretary at the Illinois Department of Financial and Professional Regulation. I want to express my sincere gratitude to Secretary Mario Treto, Jr. for providing me with this opportunity to work alongside him and continue the great work that is already happening at IDFPR.



As you well know, relationships are what drive the real estate profession. The relationships DRE Director Laurie Murphy and I have been able to build with each of you in the auction, appraisal, community association managers, home inspection, and real estate brokerage communities have allowed us to achieve more than I ever imagined, for the benefit of consumers and licensees alike.

We successfully revamped our complaint intake forms, making the process more efficient and user-friendly. As the first state regulator to recognize and register virtual offices, we adapted to the ever-changing technological landscape. Our new quarterly newsletter and video library of frequently asked questions have provided valuable resources and information to many, along with winning awards. The comprehensive overhaul of our acts and rules for several of our professions has ensured that the highest standards for your community will remain intact. Strengthening the involvement of our boards has underscored our commitment to transparency and accountability to all of you. I can't help but look back on my last five years in this Division with nostalgia and enormous pride over these accomplishments and many more.

Finally, I must acknowledge the support and mentorship I have received from Director Murphy. Her guidance and encouragement have been invaluable, and I look forward to carrying the lessons learned from her into my new role.

As Jeremy Reed takes over as the new Deputy Director of the Division, I am confident that the real estate community will continue to thrive and make significant contributions to the people of Illinois. Though I am leaving the Division of Real Estate, I will always consider myself a friend to the real estate community, and I will continue to do everything I can to advance the best interests of your profession.

Warmest regards,

Ericka Johnson Deputy Secretary

# EXCITING NEWS: DRE LAUNCHES NEW "HOW TO" SERIES



We are thrilled to announce the launch of the "How to" Series!

The "How to" Series is an interactive and informative tour designed to empower Illinoisans with the knowledge and tools they need to pursue a career in real estate-related professions and to navigate the resources offered by the Division of Real Estate.

#### This Year's "How to" Series Focus: "How to Become an Appraiser"

For the inaugural year, the Division of Real Estate is proud to kick off the series with a focus on "How to Become an Appraiser." This is an excellent opportunity for individuals interested in the world of real estate appraisal. We're excited to make our focus on diverse communities.

In these events, attendees can look forward to:

- **Step-by-Step Guidance:** Get a comprehensive, step-by-step walkthrough of the duties and responsibilities of appraisers.
- Career Path Insights: Learn about the path to becoming a licensed appraiser and discover the exciting career opportunities that await.
- **Ask the Experts:** Engage with local appraisers during a panel discussion and have their questions answered directly by those with real-world experience.
- **Scholarship Opportunities:** Hear about valuable scholarship opportunities that can help them on their journey to becoming an appraiser.

Upcoming Event Date: January 18, 2024 in Lincoln Park, Chicago (and more to come!)

Past Event Date: November 15, 2023 in Niles

For more information and how to register for these informative events, visit our website <u>here</u>.



# IMPORTANT DRE ACT UPDATES FOR THE NEW YEAR



In 2023, Public Act 103-0236 was signed into law that made important changes to the professional acts of the Division of Real Estate. The following measures will become effective on January 1, 2024.

- Military: Members of the Armed Forces who may have missed a renewal deadline or whose license
  expired while on active duty can pick up their license again for minimal cost. The Department will
  waive the continuing education and fee requirements for a broker, leasing agent, managing broker,
  home inspector, community association manager, or auctioneer within two years upon their return from
  service.
- Listing Agreements: To limit potential predatory practices and protect consumers, the Real Estate License Act of 2000 now requires that brokerage agreements include the promise of future business and offer clients an annual right to terminate a multiyear listing agreement.
- Property Liens: To further protect homeowners, liens cannot be placed on real estate property for unpaid commissions in relation to broker activity. The licensee may be subject to discipline if found doing so.
- Illinois Residents: Reinforcing an already established practice, those who are new to our State, or residents who simply choose to not use their social security number for security reasons, may elect to use a taxpayer identification number instead when applying for a license.
- License on Hold: Home inspectors can now join some of the other real estate professions and choose to put their license into inactive status for up to two years if it makes sense for their practice. The license can become active again upon completion of missed continuing education and payment of renewal fee.
- Protected Groups: Several disciplinary sections in the acts are now updated to incorporate violations
  against protected classes that are expanded by the Illinois Human Rights Act. Recent protected groups
  include those with arrest records, immigrant status, or prohibition against discrimination based on
  source of income in a real estate transaction.

# LICENSURE TESTING IMPROVEMENTS



In an ongoing effort to make improvements across all aspects of the licensure process, the Illinois Division of Real Estate has partnered with Exam Vendor PSI Services, LLC to make improvements for our licensees and those seeking a Real Estate licensee. Over the month of October, PSI implemented several changes aimed at improving the overall experience and quality of their Exam products.

First, after an almost year long process, PSI and a team of volunteer Real Estate Subject Matter Experts from around the United States (including two Illinois Board members) updated the bank of Real Estate National Exam questions. The "Job Analysis" project, scheduled every five or so years, is focused on ensuring the National Exam remains relevant and applicable to the Real Estate Industries across the county. The new updated questions were put into action beginning October 2, 2023. The Division is excited to see how these updated questions perform over the next several months.

Second, PSI has transitioned its call center operations back to their operations in the United States. That phone number is 855-340-3893.

Lastly, PSI has implemented a new tool for State Regulators (including the Illinois Division of Real Estate) to, report, communicate, and resolve candidate issues. This new system will help PSI track and build reports to identify the most common issues. The compilation of this information will aide PSI to install further improvements and better understand the concerns felt by exam candidates.

The Division is excited to share PSI's improvements and remains available to assist licensees and those seeking a license. The best means to reach the Licensing Unit is to email us at: <a href="mailto:fpr.realestate@illinois.gov">fpr.realestate@illinois.gov</a>

# CLARIFICATION FOR AUCTIONEERS



Questions regarding internet auction listing services have arisen and the Division of Real Estate points to the meaning of the definition set forth in the <u>Auction License Act</u>.

Internet auction service means a website on the Internet, or other interactive computer service, that is designed to allow or advertise as a means of allowing users to offer personal property or services for sale or lease to a prospective buyer or lessee through an online bid submission process using that website or interactive computer service and that does not examine, set the price, prepare the description of the personal property or service to be offered or in any way utilize the services of a natural person as auctioneer.

An internet auction listing service would look for direction regarding licensure pursuant to the provision of the Act that states as follows: "Nothing in this Act shall be construed to apply to a person providing an internet auction listing service." Recall that in 2017, that latter provision was added to the Act following enactment of P.A. 100-534 in recognition of the growing popularity of online platforms. The primary difference between some platforms is apparently the live streaming feature, which appears to be more of a social marketplace. Sellers can make videos about their products that are included on the platforms, but it is doubtful that this makes the seller a "natural person" serving as an "auctioneer," since the actual bidding process is integral to the platform itself.

# REGULATORY UPDATES FOR COMMUNITY ASSOCIATION MANAGERS



The Community Association Manager Licensing and Disciplinary Act's Rules (68 IAC 1445) were recently overhauled on June 2, 2023 by the Division of Real Estate and include the following updates:

- All requirements for community association firms to be licensed in Illinois, including identification of a designated community association manager for each entity;
- Continuing education requirements of 12 credit hours for each renewal cycle beginning in 2025; and
- Fidelity insurance requirements.

In June, the Division of Real Estate began issuing Community Association Management Firm licenses (CAM Firm). Within the first 120 days of the implementation, the Division issued 124 CAM Firm licenses.

# APPRAISAL COMPLIANCE REVIEW UPDATE



The Division of Real Estate prepared for its two-year compliance review from the Appraisal Subcommittee this fall. Multiple members of the staff worked to prepare for the first in-person visit since the COVID-19 pandemic swept the globe. These scheduled reviews help the Division maintain compliance with Federal Regulations. Members of the Federal Agency were at both the Springfield and the Chicago offices during their visit.

### **ACCOLADES & SPECIAL EVENTS**

The Division of Real Estate was honored to win two Communication Awards from the Association of Real Estate License Law Officials (ARELLO) during the Association's Annual Conference. The Division took home the hardware for the Division's Quarterly Newsletter and the Division's FAQ Video Library. Both the Newsletter and the FAQ Library have been well-received by licensees of industries regulated by Division.











Director Murphy and (then) Chief of Licensing Jeremy Reed attended the Annual "Calling Contest" at the 2023 Illinois State Fair. The event hosted by the Illinois State Auctioneers Association, included 15 licensed Auctioneers from around the state. The top prize went to Bill Burke who was named the 2023 Illinois State Auctioneer Champion. His win gave him and the first runner-up the honor to call the Sale of Champions hosted by Governor JB Pritzker.







Division of Real Estate Director Murphy and (then) Deputy Director Johnson represented Illinois at this year's Association of Appraiser Regulatory Officials' (AARO) Fall Conference in Salt Lake City, Utah. The Director and Deputy received important updates from our federal appraisal regulators and discussed various issues with other state regulators including appraisal bias and improving appraisal investigations.

## ACCOLADES & SPECIAL EVENTS (continued from page 10)

The Association of Appraiser Regulatory Officials (AARO) Spring Conference took place May 9-11. AARO is the only national non-profit association solely dedicated to advocating for the 55 member states and jurisdictions who are mandated by Congress to have appraisal regulatory agencies. In addition to actively participating in all aspects of the conference, both Director Laurie Murphy and (then) Deputy Director Ericka Johnson completed an extra training earning achievement certificates.







Examinations unit representatives Billie Phillips and Richard Wright attended the Association of Real Estate License Law Officials Regulatory Investigations Seminar (ARIS) October 10 through 12 in Omaha, Nebraska. They shared their experience and vital information gathered with both the examinations and investigations units upon their return. Beginning January 1, 2023, the Examinations Unit resumed onsite examinations throughout the State.

The Division of Real Estate's Jeremy Reed and Jennifer Rossiter Moreno celebrated Oktoberfest with the Mainstreet Organization of REALTORS in Downers Grove on October 5! Also in attendance was Shirin Marvi, a member of IDFPR's Real Estate Administration and Disciplinary Board. It wasn't just a celebration – DRE answered questions and provided information to more than 800 attendees!







The Division also brought in appraiser investigator training specialist Dennis Badger to the Chicago office for an all-day seminar focusing on the Uniform Standards of Professional Appraisal Practice (USPAP). It has been a priority this past year to offer exceptional training opportunities to our prosecutors, examiners, and

investigators. The invitation was also extended to various staff members in the Division of Banking to offer insights into appraisal standards, rules, and regulations.

## **ACCOLADES & SPECIAL EVENTS** (continued from page 11)

The Africa Real Estate Conference and Expo (ARCE) occurred on October 16 in Ghana and Director Murphy was a featured virtual presenter. The theme of the international conference was Proptech and the impact of technology on the real estate professions in Africa. Director Murphy focused her presentation on Virtual Offices.



IDFPR was honored to join the Association of South Asian Real Estate Professionals (ASARP) at their annual gala in Elmhurst on November 3! Secretary Mario Treto, Jr. and DRE Director Murphy shared updates about the state of the real estate industry in Illinois. Featuring 250 attendees this year, the annual gala celebrates the year's accomplishments for the non-for-profit, which helps real estate professionals of South Asian descent on increasing productivity and professionalism.







### **DRE NEW HIRES & PROMOTIONS**

#### Jeremy Reed, Deputy Director

Jeremy Reed serves as Deputy Director of the Division of Real Estate ("DRE") of the Illinois Department of Financial and Professional Regulation ("IDFPR"). He acts as Director Laurie Murphy's principal advisor, special assistant, and manages multiple projects that aim to improve operational efficiencies and advance training materials



for staff and regulated industry members alike. Reed previously served the Division of Real Estate as Chief of Licensing and Education since beginning in 2017. In that role, he led the effort that reduced processing times for a new license by more than 75%. Currently, the team is routinely looked to as a model for processing efficiencies within the Department.

Prior to his career with IDFPR, Reed spent nearly two decades in service operations management. During that time, he served clients in a variety of industries ranging from Telecom to Corporate Legal Services. He is well versed in process improvement and understands the importance of serving both internal and external customers. Believing reliable technology is critical to success, Reed has participated in the planning and installation of multiple software and system upgrade projects. Lessons learned through those projects helped Reed build a strong understanding for managing change while remaining focused on delivering results.

Reed graduated from the University of Oregon, with a bachelor's degree in business administration and minor in economics. He is a member of the Association of Real Estate License Law Officials (''ARELLO"), where he currently serves on the Education Certification and Information Technology Committees. Based in the Division's Springfield office, Reed enjoys life with his wife and two high school-aged children.

# Nathaniel Chandler, Chief of Licensing & Education

Nathaniel "Nate" Chandler serves as the Chief of Licensing and Education for the Division of Real Estate. In this new role, he oversees the operations of the Licensing and Education Unit, which reviews and processes applications for initial licensure and renewal for professions



regulated by the Division. Among other responsibilities, the Unit also assists licensees with license maintenance services, such as restorations and certifications of licensure, and responds to inquiries from licensees and the public, be it by email, phone call or walk-in. Chandler began his career in state government in 2009 with the Illinois Department of Revenue. He joined IDFPR in 2011, and has served in various roles, including as the Administrator of the Timeshare/Land Sales Section and, more recently, as the Real Estate Education Coordinator of the Real Estate Education Section.

Chandler is a Springfield native, lover of all things chocolate, and a true "trekkie". In his free time, he enjoys reading, travel, video gaming, spending time with friends and family, hiking, and playing tennis. He received his Bachelor of Science in business administration and Bachelor of Arts in international studies from the University of Missouri at Columbia (Mizzou).

#### **Billie Phillips, Examinations Unit Supervisor**

Billie Phillips is a lifelong resident of Southern Illinois where she lives with her husband of 27 years and raises her two children. She is a 1996 graduate of Southern

Illinois University, where she double majored in Finance and Marketing. Phillips is licensed as a Certified Residential Real Estate Appraiser and Managing Broker and began her State work with the Illinois Department of Transportation. She then went to work for the Office of Banks and Real Estate (OBRE) and has been a part of the IDFPR, Division of



Real Estate team, as a Real Estate Professions Examiner for 21 years.

Phillips is excited for her new role as Supervisor of Examinations and looks forward to continuing to work with her fellow examiners by making a positive and supportive impact for the Examinations Unit.

#### **James Farrelly, Investigation Unit**

James Farrelly comes to the Division of Real Estate Investigations Unit with a Bachelor of Science degree in Criminology and Criminal Justice from Ball State University, as well as a Master of Science degree in Corrections and Criminal Justice from Chicago State University.



Previously, Farrelly was previously employed as a Cook County Adult Probation Officer, assigned to the Night Narcotics Court, Investigations Division, and Pre-Trial Services from July 1991 to August 2022. Additionally, from 1997 to 2023, he was employed as Certified Residential Real Estate Appraiser, working as a fee appraiser for several appraisal firms in the Chicago market. Farrelly has been married for almost 30 years, has three adult children, and enjoys spending his free time on the beach in Marco Island, Florida.

#### **Robert Baniewicz, Investigation Unit**

Robert "Bob" Baniewicz spent over 28 years with the Chicago Police Department. His career has spanned from patrol duties and tactical deployments to supervisory roles in financial crime investigations, crime analysis, technology training, curriculum development and case management. Baniewicz has also supervised initiatives for system adoption and crime data management. Currently, he is pursuing a Master of Science Degree in Computer Information Systems from Northwestern University and furthering his experience with digital forensics and network security. Baniewicz completed a Bachelor of Science Degree in Economics from Northwestern University in 2008. He earned a Real Estate Broker license in 2021 and he looks forward to working with the Division of Real Estate Team in his new

role as an investigator.

#### Maria A. Lopez, Complaint Intake Unit

Maria A. Lopez began employment with the State of Illinois in 2010 as a Rehabilitation Case Coordinator with the Department of Human Services' Division

of Home Service Program. In 2014, she made a lateral move to DHS/Vocational Rehabilitation Program. In 2016, she was promoted to Executive Secretary with DHS/Family & Community Services, reporting directly to the Regional Administrator for Region 1 North which consists of 10 local offices. She was then temporarily assigned as



Administrative Assistant with same department for one year until the position was permanently filled. Ms. Lopez now joins the IDFPR as an Administrative Assistant in the Division of Real Estate. Her parents were from Guanajuato, Mexico, she was born and raised in Indiana, and moved to Chicago in 1990. She has four sons and five grandchildren.

### **WELCOME NEW BOARD MEMBERS**

#### Faiq Mihlar

Faiq Mihlar is a co-managing member and partner at Heavner, Beyers, & Mihlar, LLC in Decatur. In this role, he oversees the firm's bankruptcy practice, representing creditors in all aspects of Chapters 7, 11, 12, and 13 proceedings. Additionally, he oversees the firm's Missouri



collection practice and represents creditors in residential mortgage foreclosure practice and ordinance violations/condemnation proceedings. His memberships include the American Bankruptcy Institute, Mortgage Bankers Association, National Association of Retail Collection Attorneys, Illinois State Bar Association, Missouri State Bar Association, Bankruptcy Association of Southern Illinois, and Decatur Bar Association. He was also appointed to the Chapter 7 Committee of the

American Bankruptcy Institute's Commission on Consumer Bankruptcy. Created in March 2017, this Commission is intended to inspect and update the consumer bankruptcy system in an open forum setting. The Chapter 7 Committee is one of three (3) supporting sub-committees of the Commission.

Mihlar is a frequent national speaker on bankruptcy, mortgage foreclosure, and related topics for the National Conference of Bankruptcy Judges, IICLE, BASIL, ABI, ISBA, Lorman Education Services, and Pincus Professional Education. He has also served as member of the Northern District of Illinois Bankruptcy Court Liaison Committee and as co-chair of ABI's Chicago Annual Consumer Bankruptcy Conference.

Mihlar is licensed to practice in Illinois and Missouri, and Federal Courts for the Northern, Central, and Southern Districts of Illinois and the Western District of Missouri.

#### **Theodore Yi**

Theodore ("Ted") I. Yi is a partner at the law firm of Quarles & Brady. yi concentrates his practice in the area of real estate law. His extensive and varied real estate experience includes a wide range of commercial real estate transactions, with a particular focus on commercial



lease transactions representing both owners and users of office, retail and industrial properties. In his practice, he has represented major corporations in connection with relocations of their headquarter facilities involving significant strategic issues for his clients. In addition, Yi has represented institutional landlords, such as insurance companies and pension funds, in connection with major anchor leases for new developments and other strategic leasing for their portfolios.

Yi is involved in numerous professional and civic organizations. He is a Life Trustee of Garrett Evangical Theological Seminary and serves on the

board of the Chicago Architecture Foundation. Ted has been named a Business Leader of Color by Chicago United.

Yi received both his B.A. degree in Political Science and B.S. degree in Biology from the University of Illinois with Phi Beta Kappa honors and received his J.D. degree from Harvard Law School. He is married to Cindy and has three adult sons (Nick, Harry and Frank).

#### **DRE BOARD OPENINGS**

We are always looking for new board member candidates! It is imperative we maintain a pipeline of potential board member candidates as terms expire and/or vacancies must be filled. All four of our boards resumed in-person meetings beginning May of 2023.

If you or someone you know might be interested in serving on a Board, please have them email Jennifer Rossiter Moreno at Jennifer.RossiterMoreno@illinois.gov.

## **Renewal Deadlines!**

Licensed Auction CE School: 12/31/2023\*

Auction CE Course: 12/31/2023\*

Home Inspector Education Provider/School: 12/31/2023\*

Home Inspector CE Course: 12/31/2023\*

Real Estate Broker: 4/30/2024

\*If you missed the deadline, you may still renew your license. Late fees will apply.

# QUARTERLY ENFORCEMENTS REPORT

THESE ENFORCEMENT ACTIONS WERE TAKEN BY DRE DURING JULY-SEPTEMBER 2023.
ALL ENFORCEMENT ACTIONS BY IDFPR MAY BE FOUND IN OUR MONTHLY ENFORCEMENT REPORTS FOUND HERE.

#### **UNLICENSED**

An LLC was ordered to cease and desist the unlicensed practice of real estate.

An individual was ordered to pay a \$1,000 civil penalty for engaging in licensed real estate activities while not licensed and not registered as an assumed business name.

Two individuals were ordered to pay a \$2,000 civil penalty jointly and severally and to cease and desist from engaging in real estate activities that required a license in Illinois.

One individual was ordered to cease and desist the unlicensed practice of community association management and pay a \$1,200 civil penalty for having engaged in the unlicensed practice of community association management.

A property management company and an individual were ordered to cease and desist the unlicensed practice of real estate and imposed a \$2,500 civil penalty jointly and severally for unlicensed practice in the leasing of 25 units.

#### **APPRAISAL**

Four certified residential real estate appraiser licenses suspended for failure to file and/or pay Illinois state income taxes.

Certified residential real estate appraiser license ordered to take 30 hours of education for submitting a misleading appraisal report.

Certified residential real estate appraiser license reprimanded, fined \$10,000, ordered to complete 15 hours of education, and shall not supervisor any real estate trainee appraisers due to certifying false statements on appraisal reports.

Certified residential real estate appraiser license reprimanded, fined \$7,500 and shall complete courses for aiding in unlicensed practice of appraisal, unprofessional conduct, engaging in gross negligence, developing and communicating appraisal reports that were misleading and inaccurate, and failed to provide a copy of the original appraisal report within 30 days of a written request.

#### **COMMUNITY ASSOCIATION MANAGER**

Community association manager license suspended for failure to file and/or pay Illinois state income taxes.

Community association manager license reprimanded and fined \$2,000 for having received a discipline from another agency on his Insurance Producer license, which involves the collection of insurance policy premiums for condominium associations that were in excess of the annual premiums and for failing to report the discipline to the Department.

Community association manager license fined \$1,000 for failing to account for or remit all property belonging to an association, including association money and documents, after his termination.

Community association manager license revoked for a minimum period of 5 years and fined \$5,000 for making unauthorized purchases using credit cards belonging to a client association and receiving check reimbursements from the client association by falsely representing that the association had approved the reimbursements.

#### **HOME INSPECTOR**

Three home inspector licenses suspended for failing to file and/or pay Illinois state income taxes.

Home inspector license fined \$500 for failing to provide information in response to a written request by a Department Investigator within 30 days.

#### **REAL ESTATE**

Eighty-eight real estate broker licenses suspended for failure to file and/or pay Illinois state income taxes.

Nine real estate managing broker licenses suspended for failure to file and/or pay Illinois state income taxes.

Three real estate residential leasing agent licenses suspended for failure to file and/or pay Illinois state income taxes.

Real estate residential leasing agent license suspended for violating the terms of an Order.

Real estate managing broker license fined \$2,000 and ordered to complete education for failure to give the Buyers the contract accepted and signed by both of the Sellers and for failure to produce documents to the Department upon request.

Real estate broker license suspended for being more than 30 days delinquent in the payment of child support.

Three real estate managing broker licenses suspended for a minimum period of 1 year and fined \$1,000 for failing to cooperate in a Broker Verification Report and providing information to the Department upon request.

Real estate broker license fined \$3,000 for engaging in licensed real estate activities prior to obtaining a license.

Real estate broker license granted on probation due to a prior felony conviction and prior license disciplines.

Real estate broker license fined \$1,000 and attend classes for engaging in advertising that was misleading, inaccurate, or contrary to the Real Estate License Act of 2000.

Real estate broker license revoked for failing to report, within 30 days, the entry of an administrative sanction that has an essential element of dishonesty or fraud or involves larceny, embezzlement, or obtaining money, property, or credit by false pretenses.

Real estate broker license fined \$500 for engaging in licensed real estate practice without a license.

Real estate managing broker license fined \$2,000 and ordered to complete education for operating under an assumed business name without registering that name with the Department, for failing to have an employment agreement with a sponsored licensee, for failing to keep documents relating to a transaction; for failing to provide documents to the Department upon request; and for failing to supervise a sponsored licensee.

Real estate broker license reprimanded and required to complete a class for unprofessional conduct during an interaction with a client.

The material and information contained in this newsletter is for general information purposes only and should not be considered legal advice. You should not rely upon the material or information in the newsletter as a basis for making any business, legal, or other decisions. Information contained herein may not constitute the most up-to-date information. Please consult an attorney to obtain legal advice or interpretation of any applicable laws.

### **CONTACT US**

#### **Licensing and Testing**

320 West Washington Street 3rd Floor Springfield, Illinois 62786

FPR.RealEstate@illinois.gov

**General Assistance:** 

1-888-473-4858

# **Enforcement, Complaints, and Investigations**

555 West Monroe Street 5th Floor Chicago, Illinois 60661

#### **Complaint Intake Unit:**

FPR.REcomplaint@illinois.gov

Continuing Education Citations:

FPR.DRE.Citations@illinois.gov

#### **TTY Line:**

866-325-4949

Check out our DRE FAQ playlist on YouTube here!

https://idfpr.illinois.gov/dre.html