



## ARIZONA BOARD OF APPRAISAL

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April 9, 2013

Ms. Debra K. Davenport, CPA  
Auditor General  
Office of the Auditor General  
2910 North 44<sup>th</sup> Street, Suite 410  
Phoenix, Arizona 85018

Re: **Auditor General's Report for the AZ Board of Appraisal**

Dear Ms. Davenport:

The Members of the Arizona Board of Appraisal express their gratitude for the opportunity to respond to the preliminary report draft performance audit, dated April 2, 2013. Overall, they are in agreement with the findings of the Auditor General. Specifically, each recommendation is addressed as requested.

**Finding 1: Board should improve complaint resolution process by**

- Developing and implementing policies and procedures to address the various weaknesses in its complaint resolution process; and
- Ensure appropriate non-disciplinary or disciplinary action is taken when violations are found.

*The finding of the Auditor General is agreed to and the audit recommendations are agreed to. Recommendation 1.1 has already been implemented - the summarization of each complaint allegation; the findings of fact or violations (as noted by the investigator) related to each allegation being given to the board members prior to the initial review. The recommendation that the investigator recommend appropriate action for the board to take will be implemented as well.*

*The recommendation shown as 1.2 for written policies and procedures will be implemented within the next six months.*

*The recommendation shown as 1.3 that the Board should comply with its rules is agreed to and will be implemented. The Board agrees with the two instances that the Auditor General found and would note that the instances represent isolated incidents rather than widespread non-compliance. The Board will continue to ensure it complies with its rules.*

**Finding 2: Board should ensure compliance with statutory requirements for AMC's**

- Board does not request background investigations before registering AMC's
- Board does not enforce annual certifications required by statute

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*The finding of the Auditor General is agreed to and the audit recommendations are agreed to. The recommendations 2.1 (a & b) will be implemented contingent upon Legislative enactment.*

*Recommendation 2.2 will be implemented within the next 15 months. The Rules Committee for the board will reconvene in the next three months to begin this process again.*

*Recommendation 2.3 regarding the annual certification enforcement will be implemented within the next 6 months.*

**Finding 3: Board should provide timely and complete complaint and disciplinary information**

*The finding of the Auditor General is agreed to and the audit recommendations are agreed to. The recommendations shown as 3.1 a & b will be implemented within the next six months.*

*The recommendation shown as 3.2 for the computer database program will be implemented as soon as possible.*

**Finding 4: Board should ensure it continues to comply with open meeting law**

*The finding of the Auditor General is agreed to and the audit recommendations are agreed to. The recommendation shown as 4.1 for policies and procedures to be written will be implemented within the next six months.*

*The recommendation shown as 4.2, training to ensure all staff complies with all aspects of the State's open meeting law is currently underway.*

The Board again expresses its gratitude for the Auditor General's consideration during this audit. The changes in staff this past year incident to the passing of its former Executive Director, including hiring an Interim Executive Director, and new Executive Director, have presented challenges for the Board and its staff. Going forward, the Board looks forward to implementing the Auditor General's recommendations within the time frames, set forth in this response.

Yours truly,

Debra Rudd  
Executive Director