



New Mexico Regulation and Licensing Department
BOARDS AND COMMISSIONS DIVISION
New Mexico Real Estate Commission
5500 San Antonio Dr. Suite A • Albuquerque, New Mexico 87109
www.rld.state.nm.us

July 29, 2019

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DEPUTY DIRECTOR
&
EXECUTIVE SECRETARY

Rhonda Burns
Qualifying Broker
Destiny Real Estate Development, LLC
2002 Sudderth Drive
Ruidoso, New Mexico 88345

Re: NMREC Case No. 18-02-05-013

Dear Ms. Burns:

As you have been notified previously, John Shoop and Judy Justus-Shoop filed a complaint against you with the Real Estate Commission alleging that you failed to assist them in completing the purchase of property at 174 Placitas Drive in Alto, New Mexico after the associate broker from your brokerage that was assisting them passed away.

Based on the report of investigation of the complaint, the Commission determined there is evidence to indicate that you violated the broker duties enumerated in Part 16.61.19.8 (A) (1) and (3) of the Commission Rules by failing to exercise honesty, reasonable care and ethical and professional conduct and by failing to perform on written agreements made with Mr. and Mrs. Shoop.

In the interest of settling this case without a formal disciplinary proceeding, the Commission on June 19, 2019 offered you a \$3,000 fine, a letter of reprimand, completion for no credit of eight (8) hours of continuing education courses deemed appropriate by the Commission, and a payment of \$500 to Mr. and Mrs. Shoop. Commission records indicate that you accepted the offer and paid the fine on July 1, 2019, and it is our understanding that you have made the \$500 payment to the Shoops.

You are ordered to complete for no continuing education credit the four (4) hour course entitled "Ethics in Real Estate" and the four (4) hour course entitled "Agency Law". Both courses are offered on line by McKissock Learning at mckissock.com. Certificates of course completion are due in the Commission office by close of business on Thursday, August 29, 2019 and should be mailed to the Commission office, 5500 San Antonio Drive NE, Albuquerque, New Mexico 87109, Attn: Germelyn Vivar, Administrative Secretary.

Alcohol and Gaming Division
(505) 476-4875

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Administrative Services Division
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In keeping with the final term of the settlement agreement, you are hereby reprimanded for failing to be present at the closing of the Shoops' transaction, failing to manage the seller holdover occupancy of the Placitas Drive home, and failing to deliver on your offer to compensate them \$1,000 for their inconvenience.

This letter of reprimand will become part of your licensing file. It is a matter of public record and it will be reported in the Disciplinary Actions section of the Commission web site.

Finally, you are directed to correct the brokerage practices that led to the complaint and this disciplinary action.

Sincerely,

A thick black horizontal line redacting the signature of Wayne W. Ciddio.

Wayne W. Ciddio
Executive Secretary
New Mexico Real Estate Commission