



New Mexico Regulation and Licensing Department
BOARDS AND COMMISSIONS DIVISION
NEW MEXICO REAL ESTATE COMMISSION
5500 San Antonio Dr. NE Suite B • Albuquerque, New Mexico 87109
Office (505) 222-9820 • Fax (505) 222-9886

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COUNSEL

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July 5, 2017

Dean F. Robens
Qualifying Broker
Total Property Management
PO Box 50068
Albuquerque, NM 87181

Re: NMREC Case No. 16-08-01-053

Dear Mr. Robens:

On May 25, 2017, you accepted the New Mexico Real Estate Commission's settlement offer in the above-referenced case.

The settlement provided that you pay a \$2,000 fine, receive a letter of reprimand and complete for no continuing education credit a course deemed appropriate by the Commission upon acceptance of the offer.

The Commission received your \$2,000 fine on May 30, 2017. You will be required to complete for no continuing education credit an online eight hour course entitled "Property Management Fundamentals" available from Empire Learning which can be accessed from the link on the list of approved courses on the Commission website. The certificate of course completion is due to Commission Chief Investigator Lyn Carter by close of business on August 3, 2017.

In keeping with the final term of the settlement, you are hereby reprimand for violating Parts 16.61.19.8 A and C and Parts 16.61.24.12 A (1), (2), (3), and (4), B and C of the Commission Rules by failing to provide original receipts to the owner for repairs performed, and by failing to notify the owner when tenant checks did not clear due to insufficient funds. In addition, you failed to provide owner statements in a timely manner as specified in the management agreement.

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

You are directed if you have not already done so to correct the brokerage practices that lead to this complaint and violation.

Alcohol and Gaming Division
(505) 476-4875

Boards and Commissions Division
(505) 476-4600

Construction Industries Division
(505) 476-4700

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(505) 476-4885

Manufactured Housing Division
(505) 476-4770

Securities Division
(505) 476-4580

Administrative Services Division
(505) 476-4800

If you have any questions about the terms of this offer, please contact Mr. Carter at (505) 222-9881.

Sincerely,



Wayne W. Ciddio
Executive Secretary
New Mexico Real Estate Commission