**An Inactive License**

Due to the state of emergency arising from COVID-19, the Department of Professional and Occupational Regulation (“DPOR”) extended the validity of licenses that would otherwise expire during this time and be eligible for renewal during the state of emergency under applicable regulations until 30 days after the state of emergency is lifted. The state of emergency will be lifted on June 30, 2021, meaning the temporary waiver will expire on July 31, 2021.

The failure to complete all requirements for renewal or reinstatement of a license or certificate, including submitting the applicable fee and any required additional documentation, on or before July 31, 2021, may result in the requirement to reapply for licensure or certification.

**The Situation:**

The Board received a written complaint from Mountainside Realty, Inc. concerning their agent, Mr. Geoffrey Snow, because he had an inactive license.

Mr. Snow received his real estate licensed on June 1, 2011.

**The Investigation:**

Investigators learned that Mr. Snow’s real estate license was placed on inactive status by the Real Estate Board in July 2019. On May 18, 2019, Mr. Snow completed all continuing education courses for the renewal of his license. On May 20, 2019, Mr. Snow filled went to the DPOR website to renew his license online; however, he received an error message on the webpage. He was unable to immediately resolve the issue because it was after the department’s business hours. He opted to submit a credit card payment form by mail to ensure that his license would be timely renewed. However, he accidentally put the wrong credit card number on the form and the department was unable to process his payment.

On July 6, 2019, Mr. Snow viewed a home in Roanoke, Virginia and subsequently signed a Purchase Agreement. On the purchase agreement, Mr. Snow was identified as both the Buyer and the Buyer’s Agent.

Mr. Snow told investigators that he did not think it would be a problem because he had completed all the necessary continuing education. He also reported that he signed the contract as the Buyer’s Agent because he wanted to apply the agent commission to his down payment for the property.

On July 10, 2019, the contract was ratified, and Mr. Snow successfully paid his renewal payment online on July 13, 2019.

**The Result:**

The Board determined that Mr. Snow failed to act in a real estate salesperson in such a manner as to safeguard the interests of the public when he practiced real estate with an inactive license by entering into a contract as a Buyer’s Agent. The Board issued a fine of $750 and required him to complete three classroom hours of continuing education pertaining to legal updates.