

JUDITH B. VASAN, Counsel (SBN 278115) 1 JAN - 7 2020 Department of Real Estate 320 West 4th Street, Suite 350 2 Los Angeles, California 90013-1105 Telephone: (213) 576-6982 3 Direct: (213) 576-6904 4 Fax: (213) 576-6917 Attorney for Complainant 5 6 7 8 BEFORE THE DEPARTMENT OF REAL ESTATE 9 STATE OF CALIFORNIA 10 11 In the Matter of the Accusation of No. H-41571 LA 12 13 PIONEER REAL ESTATE, INC.; LANCE ERIC MARTIN, ACCUSATION 14 individually and as designated officer of Pioneer Real Estate, Inc., 15 16 Respondents. 17 The Complainant, Maria Suarez, a Supervising Special Investigator of the State 18 of California, for cause of Accusation against PIONEER REAL ESTATE, INC. and LANCE 19 ERIC MARTIN, individually and as designated officer of Pioneer Real Estate, Inc. 20 21 ("Respondents") alleges as follows: 22 1.

The Complainant, Maria Suarez, a Supervising Special Investigator of the State of California, makes this Accusation in her official capacity.

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ACCUSATION

 All references to the "Code" are to the Real Estate Law, Part 1 of Division 4 of the California Business and Professions Code and all references to "Regulations" are to Title 10, Chapter 6, of the California Code of Regulations.

LICENSE HISTORY

(PIONEER REAL ESTATE, INC.)

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- a. Respondent PIONEER REAL ESTATE, INC. ("PREI") is presently licensed and/or has license rights under the Code, as a corporate real estate broker, Department of Real Estate ("Department") license ID 01494506.
- b. PREI's corporate real estate license was originally issued on April 26, 2005, and is scheduled to expire on April 25, 2021, unless renewed.
- c. According to the Department's records to date, PREI's main office address is 23631 Sunnymead Boulevard, Moreno Valley, California.
- d. PREI's designated officer is Respondent LANCE ERIC MARTIN ("MARTIN").
- e. From June 28, 2010, through March 17, 2019, PREI maintained the fictitious business name "Town and Country Property Management" under its corporate real estate license. From December 3, 2012, through March 17, 2019, PREI maintained the fictitious business name "Town & Country Escrow, A Non-Independent Broker Escrow."

(LANCE ERIC MARTIN)

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- a. Respondent MARTIN is presently licensed and/or has license rights under the Code, as a real estate broker, Department license ID 00950135.
- b. MARTIN's individual broker license was originally issued on February 14, 1990, and is scheduled to expire on February 13, 2022, unless renewed.

c. MARTIN is the designated officer for Respondent PREI. His designation is scheduled to expire on April 25, 2021, unless renewed. As designated officer, MARTIN is responsible for the supervision of the activities conducted on behalf of PREI by its officers, agents, real estate licensees, and employees pursuant to Section 10159.2 of the Code.

REAL ESTATE ACTIVITY

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At all times relevant herein Respondent PREI was engaged in the business of, acted in the capacity of, advertised or assumed to act as a real estate broker, within the meaning of:

a. <u>Code section 10131(a)</u>. by selling or offering to sell, buying or offering to buy, soliciting prospective sellers or purchasers of, soliciting or obtaining listings of, or negotiating the purchase, sale or exchange of real property or a business opportunity ("real estate sales"). Respondent PREI engaged in broker escrow services in the course of or incidental to real estate transactions in which PREI was performing an act for which a real estate license is required; and

b. <u>Code section 10131(b)</u>. by leasing or renting or offering to lease or rent, or placing for rent, or soliciting listings of places for rent, or soliciting for prospective tenants, or negotiating the sale, purchase or exchanges of leases on real property, or on a business opportunity, or collecting rents from real property, or improvements thereon, or from business opportunities ("leasing activity").

CAUSE FOR ACCUSATION

(AUDIT NO. SD170049 – BROKER ESCROW)

6.

On or about July 27, 2018, the Department completed an audit examination (Audit No. SD170049) of the books and records of Respondent PREI pertaining to its broker escrow real estate activities described in Paragraph 5(a) above. The audit examination covered the period of time from January 1, 2016, through February 28, 2018 ("audit period"), and was

performed between April 19, 2018 and June 15, 2018. The audit examination in Audit No.

SD170049 was limited to PREI's broker escrow activity only. The audit examination revealed violations of the Code and the Regulations as set forth in the following paragraphs, and more fully discussed in Audit Report No. SD170049 and the exhibits and work papers attached to said audit report.

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A Department auditor conducted an entrance conference on May 7, 2018, at Respondent PREI's main office location. The auditor met with MARTIN and PREI's consultant Keith Loughran, who was the primary person who provided records for the examination. According to MARTIN and the records provided by Loughran for the audit, during the audit period, PREI conducted broker escrow activity related to its real estate sales activity at four (4) different office locations and closed five hundred and sixty-nine (569) escrows:

Escrow Office	Number of Escrows Closed		
Moreno Valley (main office)	329		
Redlands (branch office)	113		
Claremont (branch office)	84		
Covina (branch office)	43		
Total:	569		

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At all times mentioned herein, and in connection with the broker escrow activities described in Paragraph 5(a) above, PREI accepted or received funds, including funds in trust ("trust funds") from or on behalf of actual or prospective parties to transactions handled by PREI, and thereafter made deposits and/or disbursements of such funds. PREI maintained four (4) active trust fund bank accounts to handle trust funds in connection with its broker escrow activities during the audit period. Said trust funds were deposited and/or maintained in the following bank accounts:

1 Moreno Valley - Trust Account ("TA 1") 2 Bank: Union Bank 3 Account Name: Pioneer Real Estate, Inc. DBA Town & Country Escrow 4 Moreno Valley Escrow Trust Account xxxxx7254 5 Account Number: 6 Signatories: Lance Eric Martin, Julie Anne Martin, Norman Martin Cox, Christina 7 Vasquez, Summer Parada, Bernice Coffey, Walter Alfonso Areas, and Debra Kelly 8 9 Signatures required: One 10 Purpose: TA 1 was maintained for handling receipts and disbursements of trust 11 funds received in connection with PREI's broker escrow activity at the Moreno Valley office during the audit period. TA 1 was opened on July 12 13 1, 2013. 14 Redlands – Trust Account ("TA 2") Union Bank 15 Bank: 16 Account Name: Pioneer Real Estate, Inc. DBA Town & Country Escrow 17 Redlands Escrow Trust Account 18 Account Number: xxxxx7289 19 Signatories: Lance Eric Martin, Julie Anne Martin, Norman Martin Cox, Christina 20 Vasquez, Summer Parada, Bernice Coffey, Walter Alfonso Areas, and Debra Kelly 21 22 Signatures Required: One Purpose: TA 2 was maintained for handling receipts and disbursements of trust 23 24 funds received in connection with PREI's broker escrow activity at the Redlands office during the audit period. TA 2 was opened on July 1, 25 26 2013. 27

Claremont - Trust Account ("TA 3") 1 2 Bank: Union Bank 3 Account Name: Pioneer Real Estate, Inc. DBA Town & Country Escrow Claremont Office Escrow Trust Account 5 Account Number: xxxxx7270 6 Signatories: Lance Eric Martin, Julie Anne Martin, Norman Martin Cox, Christina 7 Vasquez, Summer Parada, Bernice Coffey, Walter Alfonso Areas, and Debra Kelly 8 9 Signatures Required: One 10 Purpose: TA 3 was maintained for handling receipts and disbursements of trust 11 funds received in connection with PREI's broker escrow activity at the 12 Claremont office during the audit period. TA 3 was opened on July 1, 13 2013 14 Covina - Trust Account ("TA 4") 15 Bank: Union Bank 16 Account Name: Pioneer Real Estate, Inc. DBA Town & Country Escrow 17 Escrow Trust Account Covina Account Number: 18 xxxxx7262 Signatories: Lance Eric Martin, Julie Anne Martin, Norman Martin Cox, Christina 19 20 Vasquez, Summer Parada, Bernice Coffey, Walter Alfonso Areas, and 21 Debra Kelly 22 Signatures Required: One 23 Purpose: TA 4 was maintained for handling the receipts and disbursements of trust 24 funds in connection with PREI's broker escrow activity in the Covina 25 office during the audit period. 26 27

PREI maintained one (1) general account during the audit period:

General Account ("GA 1")

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Bank:

Wells Fargo Bank

Account Name:

Pioneer Real Estate, Inc.

Account Number:

xxxxx2614

Signatories:

Lance Eric Martin, Julie Anne Martin

Signatures Required: One

Purpose:

GA 1 was maintained for PREI's general business expenses.

Violations of the Real Estate Law

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The audit examination revealed violations of the Code and the Regulations, as set forth in the following paragraphs, and more fully discussed in Audit Report No. SD170049 and the exhibits and work papers attached to the audit report:

(a) Trust Fund Balance and Accountability/When Broker Handles Escrow (Code section 10145, Regulations sections 2832.1, 2950(g), 2951).

(1) Combined TA 1 and TA 2 – As of February 28, 2018

There were multiple transfers made by the escrow officer Summer Parada between bank account TA 1 and TA 2. Based on the separate records and the trial balance reports provided, the Department auditor prepared a combined bank reconciliation for TA 1 and TA 2 with the cutoff date of February 28, 2018. TA 1 and TA 2 had a combined minimum trust fund shortage of \$34,311.94 as of February 28, 2018. The combined minimum trust fund shortage was caused by a negative escrow balance of \$1,825.00, combined minimum unauthorized disbursements of \$17,094.26, combined minimum fraudulent checks of \$2,077.44, and combined minimum unidentified shortage of \$13,315.24 due to inadequate record keeping. The negative balances were caused by disbursements related to escrows when there were insufficient funds to do so. According to PREI's escrow officer Summer Parada, TA

1 and TA 2 had fraudulent checks cleared totaling \$1,363.25 in TA 1 and \$714.19 in TA 2. As of February 28, 2018, there was a combined minimum unidentified shortage in TA 1 of \$9,115.59 and \$4,199.65 in TA 2 totaling \$13,315.24 due to inadequate record keeping.

(2) Combined TA 3 and TA 4 – As of February 28, 2018

The escrow officer Christina Vasquez handled the escrow activity and bank accounts TA 3 and TA 4. There were multiple transfers between TA 3 and TA 4 for unrelated escrows. Based on the separate records and the trial balance reports provided for the audit, the Department auditor prepared a combined bank reconciliation for TA 3 and TA 4 with the cutoff date of February 28, 2018. TA 3 and TA 4 had a combined minimum trust fund shortage of \$7,670.24 as of February 28, 2018. The combined minimum trust fund shortage was caused by a negative escrow balance of \$280.00, combined minimum unauthorized disbursements of \$7,215.00, bank fees of \$50.00, and combined unidentified shortage of \$125.24 due to inadequate record keeping. The negative balances were caused by disbursements related to properties when there was insufficient funds in TA 3 to do so.

There is no evidence in the files examined that the owners of the trust funds had given their written consent to allow PREI to reduce the balance of funds in TA 1, TA 2, TA 3, and TA 4 to an amount less than the aggregate trust fund liabilities of PREI to all owners of the funds.

- (b) Trust Fund Handling / Unauthorized Disbursements / When Broker Handles Escrow (Code section 10145(a), Regulations sections 2950(g) and 2951). During the audit period, PREI made unauthorized disbursements of trust funds by paying the same payee twice, of at least \$6,827.59 from TA 1 and at least \$10,266.67 from TA 2, by voiding some checks on the ledgers after they cleared TA 1 and TA 2, and reissuing new checks to the same payees to as replacement checks.
- (c) <u>Trust Fund Handling / Conversion of Funds / Unauthorized Disbursements / When</u>

 <u>Broker Handles Escrow (Code sections 10145, 10176(i), 10177(j), Regulations sections</u>

 <u>2950(g), 2951)</u>. During the audit period, PREI made unauthorized disbursements of trust funds

received were not recorded correctly. For example:

in TA 3 and caused shortages in TA 3 by over-disbursing some escrow commissions of at least

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Escrow No.	Date Received	Amount Received	Amount Recorded
01-10670-SP	12/15/2016	\$7,452.39	\$7,223.13
01-10863-SP	12/14/2017	\$186,786.78	\$186,786.14
01-10806 - SP	8/2/2017	\$106,996.00	\$106,966.00

In addition, the check amounts disbursed in TA 1 were not recorded correctly when compared to the bank statements. For example:

Escrow No.	Check No.	Date Issued	Recorded Amount	Date Cleared	Cleared Amount
01-10681-SP	256124	12/30/2016	\$100.00	1/4/2017	\$250.00
01-10682-SP	256053	12/27/2016	\$325.00	12/29/2016	\$350.00
01-10814-SP	257404	9/5/2017	\$125.00	9/6/2017	\$150.00

PREI did not record some of the funds transferred from TA 1 to TA 2 in the control record of TA 1 during the audit period. Furthermore, during the audit period, some of the trust funds received were wired into and out of bank account TA 1. PREI, however, did not record the wire transfers in TA 1's control record. PREI recorded the wire transfers in TA 2's control record. For example:

Date	Amount	Wire In	Wire Out	Escrow No.
2/6/2017	\$31,145.69	x		04-40251-SP
4/10/2017	\$848.33	X		04-40260-SP
5/25/2017	\$8,548.42	x		04-40266-SP

During the audit period, PREI recorded some wire disbursements in TA 2's control record when funds were actually disbursed from TA 1. PREI did not accurately record funds disbursed from TA 1's control record when wire transfers were made from TA 1. For example:

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Date	Amount	Wire In	Wire Out	Escrow No.
6/26/2017	\$119,490.55		х	04-40282-SP
7/18/2017	\$40,277.55		x	04-40287-SP

Furthermore, PREI did not maintain a complete and accurate control record for TA 3 during the audit period. Examination of the control record for TA 3 demonstrated that the amount of trust funds disbursed or wired out were incorrectly recorded. In addition, some deposits in TA 3 were not recorded on a timely basis. For example, there were deposits made on May 31, 2016 in TA 3 that were not recorded in the control record of TA 3 during the audit period. Instead, the deposits were recorded on May 3, 2018 after the audit cut-off date of February 28, 2018.

Escrow No.	Amount	Date Deposited	Recorded Date
02-20177-CV	\$311.99	5/31/2016	5/3/2018
02-20177-CV	\$311.99	5/31/2016	5/3/2018
02-20177-CV	\$1,361.66	5/31/2016	5/3/2018
02-20177-CV	\$1,793.72	5/31/2016	5/3/2018
02-20177-CV	\$1,887.06	5/31/2016	5/3/2018

PREI did not maintain a complete and accurate control record for TA 4 during the audit period. In addition, PREI failed to maintain an accurate record of trust funds received and deposited in TA 4. For example, PREI recorded a receipt and deposit (receipt no. 3690) of \$10,000.00 on November 16, 2017 for Escrow No. 03-30232-CV in TA 4. Bank records for TA 3, however, reflected the \$10,000.00 was deposited into TA 3, not TA 4.

(g) <u>Separate Record for Each Beneficiary or Transaction / When Broker Handles Escrow</u>
(Code section 10145, Regulations sections 2831.1, 2950(d), 2951. PREI did not maintain complete and accurate separate records for TA 1, TA 2, TA 3, and TA 4 during the audit period. (see paragraph 10(f) above.)

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During the audit period, PREI used an unlicensed fictitious business name "Town & Country

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A Department auditor conducted an entrance conference on May 7, 2018, at Respondent PREI's main office location. The auditor met with MARTIN, PREI's consultant Keith Loughran, and Aubri Davis, PREI's property manager. According to MARTIN and the records provided by Loughran, PREI managed three hundred and sixty-nine (369) one-to-four unit family residences with, two (2) apartment complexes, and four (4) commercial buildings

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1 for 230 owners. PREI also managed three Home Owner's Associations. PREI collects rent, 2 pays expenses, and screens tenants for compensation. 3 13. PREI maintained one (1) bank account for its property management activity, 4 5 which was used for the receipts and disbursements of trust funds in connection with the property management activities. Said trust funds were deposited and/or maintained in the 6 7 following bank account: 8 Bank Account ("BA 1") 9 Wells Fargo Bank Bank: 10 Account Name: Pioneer Real Estate, Inc. 11 Account Number: **xxxxx5818** 12 Signatories: Lance Eric Martin, Julie Anne Martin 13 Signatures required: One 14 Purpose: BA was maintained for handling receipts and disbursements of trust 15 funds for multiple beneficiaries in connection with PREI's property management activity. According to BA 1's bank signature card provided 16 17 for the examination, BA 1 was opened on August 28, 2013. 18 Violations of the Real Estate Law 19 14. 20 The audit examination revealed violations of the Code and the Regulations, as 21 set forth in the following paragraphs, and more fully discussed in Audit Report No. SD170050 22 and the exhibits and work papers attached to the audit report: (a) Trust Fund Balances and Accountability (Code section 10145, Regulations section 23 **2832.1).** As of February 28, 2018, there was a trust fund shortage of \$623,765.10 in BA 1 24 25 which was used for handling receipts and disbursements of trust funds in connection with 26 PREI's property management activities. The shortage was due to overdrawn property accounts

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totaling \$6,203.01, unauthorized disbursements or conversion of funds totaling \$617,176.02,

contribution into GA 1 for a total of \$562,500 deposited into GA 1. PREI made unauthorized

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1	disbursements from BA 1 into GA 1 and converted trust funds in GA 1 for its business and
2	other expenses.
3	(g) Broker-Salesperson Relationship Agreements (Regulations section 2726). Some of
4	PREI's broker-salesperson relationship agreements examined were signed by different licensees
5	or non-licensees who were not corporate officers, branch or division managers, or any other
6	person who can obligate the corporation.
7	(h) Responsibility of Corporate Officer in Charge (Code sections 10159.2, 10177(h),
8	Regulations section 2725). Based on the above findings, MARTIN did not exercise reasonable
9	supervision and control over the activities conducted on behalf of PREI by its licensees and/or
10	employees as necessary to secure full compliance with the real estate laws.
11	15.
12	Each of the foregoing violations in Paragraphs 10(a)-(n) and 14(a)-(h) above
13	constitute cause for the suspension or revocation of the real estate license and/or license rights
1.4	of Respondents PREI and MARTIN under the provisions of Sections 10176(e), 10176(g),
15	10176(i), 10177(d), 10177(g), 10177(h), and/or 10177(j).
16	<u>COSTS</u>
17	(AUDIT COSTS)
18	16.
19	Section 10148(b) of the Code, provides, in pertinent part, that the Real Estate
20	Commissioner shall charge a real estate broker for the costs of any audit if the Commissioner
21	has found in a final decision, following a disciplinary hearing, that the broker has violated
22	Section 10145 of the Code or a regulation or rule of the Commissioner interpreting said Code
23	section.
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(INVESTIGATION AND ENFORCEMENT COSTS)

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LANCE ERIC MARTIN

Sacto.

Maria Suarez

Audits – Mina Wan and Shirley Xie

PIONEER REAL ESTATE, INC.

17.

Section 10106 of the Code, provides, in pertinent part, that in any order issued in resolution of a disciplinary proceeding before the Department, the Commissioner may request the administrative law judge to direct a licensee found to have committed a violation of this part to pay a sum not to exceed the reasonable costs of investigation and enforcement of the case.

WHEREFORE, Complainant prays that a hearing be conducted on the allegations of this Accusation and that upon proof thereof, a decision be rendered imposing disciplinary action against all the licenses and/or license rights of Respondents PIONEER REAL ESTATE, INC. and LANCE ERIC MARTIN, individually and as designated officer of Pioneer Real Estate, Inc., under the Real Estate Law, for the costs of investigation, audit, and enforcement as permitted by law, and for such other and further relief as may be proper under other applicable provisions of law.

Dated at Los Angeles, California this ______ day of Notanles

Supervising Special Investigator

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