

FILED

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DEPT. OF REAL ESTATE

By



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8 STATE OF CALIFORNIA
9 DEPARTMENT OF REAL ESTATE

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11 To:) H-12744 SF
12)
13)
14 STEVEN ARTHUR BROWN,) ORDER TO DESIST
15 an individual, dba BETTER) AND REFRAIN
16 PROPERTY MANAGEMENT)
) (B&P Code Section 10086)
)

17 The Commissioner ("Commissioner") of the California Department of Real Estate
18 ("Department" or "DRE") caused an investigation to be made into the activities of STEVEN
19 ARTHUR BROWN ("BROWN"), doing business as Better Property Management ("BPM").
20 Based on the investigation, the Commissioner has determined that BROWN and/or any other
21 fictitious business name used by BROWN, has engaged in, is engaging in, and/or is attempting to
22 engage in, acts or practices constituting violations of the California Business and Professions
23 Code ("Code") and/or Title 10, Chapter 6, California Code of Regulations ("Regulations"),
24 including the business of, acting in the capacity of, advertising and/or assuming to act as a real
25 estate broker within the meaning of Code section 10131(b), by leasing or renting or offering to
26 lease or rent, or placing for rent, or soliciting listings of places for rent, or soliciting for
27 prospective tenants, or negotiating the sale, purchase, or exchanges of leases on real property, or

1 on a business opportunity, or collecting rents from real property, or improvements thereon, or
2 from business opportunities.

3 Based on the findings of that investigation, the Commissioner hereby issues the
4 following Findings of Fact, Conclusions of Law, and Desist and Refrain Order under the
5 authority of Section 10086 of the Code.

6 Whenever acts referred to below are attributed to BROWN, those acts are alleged
7 to have been done by BROWN acting by himself, or by and/or through one or more agents,
8 associates, affiliates, co-conspirators, and/or other names or fictitious names unknown at this
9 time.

10 FINDINGS OF FACT

11 1. BROWN is currently not licensed by the Department in any capacity, as
12 BROWN's real estate broker license is currently on a surrendered status.

13 2. Previously, from May 26, 1982 to August 13, 2017, BROWN was licensed as
14 a real estate broker with DRE License ID 00548142. BROWN had one (1) fictitious business
15 name under his broker license: Better Property Management ("BPM").

16 3. On August 14, 2017, the Real Estate Commissioner ordered the acceptance of
17 BROWN's petition for voluntary surrender of his real estate broker license. Said voluntary
18 surrender occurred in connection with a disciplinary action in DRE Case No. H-12082 SF. Since
19 then, BROWN's real estate broker license has remained on surrendered status.

20 4. From at least January 1, 2021 through the present, BROWN, dba BPM, has
21 advertised as, directly or through others, and/or assumed to act in the capacity of, a licensed real
22 estate broker within California.

23 5. On May 9, 2022, the Department received a complaint from M.K. alleging that
24 BROWN, dba BPM, was conducting licensed activities without a real estate license. As part of
25 the investigation into the conduct of BROWN, dba BPM, a Department special investigator
26 ("SI") obtained responses and documents from BROWN, which confirmed that BROWN, dba
27 BPM, performed property management for multiple properties and owners. According to the

1 rental owner statements and property management agreements from BROWN, the following are
2 properties in California that were managed, for compensation, by BROWN, dba BPM, from
3 2021 through the end of 2023:

- 4 a. 23 Lakemont Drive, Daly City
 - 5 • January 1, 2022 to November 30, 2023
- 6 b. 60 Rausch Street, #204, San Francisco
 - 7 • January 1, 2021 to November 30, 2023
- 8 c. 10 Lupine, San Francisco
 - 9 • January 1, 2021 to November 30, 2023
- 10 d. 72 Fountain Street, San Francisco
 - 11 • January 1, 2021 to November 23, 2023
- 12 e. 175 Nueva Avenue, San Francisco
 - 13 • January 1, 2021 to November 30, 2023
- 14 f. 215-217 Dore Street, San Francisco
 - 15 • January 1, 2021 to November 30, 2023
- 16 g. 400 Grove Street, San Francisco
 - 17 • January 1, 2021 to November 30, 2023
- 18 h. 420 Alvarado Street, Unit 1, San Francisco
 - 19 • January 1, 2021 to November 30, 2023
- 20 i. 500 Fillmore Street, San Francisco
 - 21 • January 1, 2021 to November 30, 2023
- 22 j. 537 Shrader Street, San Francisco
 - 23 • January 1, 2021 to November 30, 2023
- 24 k. 1720-1724 Mission Street, San Francisco
 - 25 • September 26, 2019 to November 30, 2023
- 26 l. 2338 39th Avenue, San Francisco
 - 27 • January 1, 2021 to November 30, 2023

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- m. 2420-2424 Van Ness, San Francisco
 - January 1, 2021 to December 31, 2021
- n. 2420 Van Ness, San Francisco
 - January 1, 2022 to November 30, 2023
- o. 2501 Bryant Street, San Francisco
 - January 1, 2021 to November 30, 2023
- p. 2899 Jackson, San Francisco
 - January 1, 2022 to November 30, 2023
- q. 642 Central Avenue, San Francisco
 - January 1, 2021 to December 31, 2021
 - January 1, 2023 to November 30, 2023
- r. 120 Seal Rock Drive, San Francisco
 - November 30, 2021 to December 31, 2021
 - January 1, 2023 to November 30, 2023

6. As part of the investigation into the conduct of BROWN, a Department SI reviewed the website of BPM at <https://www.bpm-re.com/> on September 23, 2023, October 6, 2023, and June 24, 2024. Said website had, and still has as to date, the following:

- a. On its “Home” page, the fictitious business name of BPM is used with the words “BETTER PROPERTY MANAGEMENT” and “REAL ESTATE SALES.” There are links for “Owner Login,” “Resident Login,” and “HOA Owner Login.” The Home page states: “Find out why we are your choice for San Francisco Property Management” with a button to “Get A Quote.” There are also the following buttons to click on for further information: “Management Services,” “Search for Rent,” “Owner Resources,” and “Tenant Resources.”
- b. On its “About page,” it states that BPM “currently specializes in leasing, brokerage, and manages several hundred residential income units.”
- c. On its “Services” page, there are two links for “Property Management” and “HOA/Association.”

1 d. On its "Available Rentals" page, there is a search for the type of
2 property for which prospective clients are searching.

3 e. On its "Contact" page, it lists the address as 2358 Market Street, San
4 Francisco, CA 94114, the phone number as (415) 861-9980, and the email address as
5 sbrown@bpm-re.com.

6 f. On the bottom of BPM's website, there are logos for various real estate
7 associations, including the California Association of Realtors and the National Association of
8 Realtors, which further adds to the misperception that BPM is licensed by the Department.

9 7. As part of the investigation into the conduct of BROWN, a Department SI
10 reviewed the webpage on the Zillow website at <https://www.zillow.com/profile/sbrown5833> on
11 October 6, 2023. Said Zillow webpage for BROWN shows the name "Steven Brown" and his
12 specialties as "Property Management, Landlord" with the office telephone number of (415) 861-
13 9980. BROWN's Zillow webpage lists the following available properties for rent for September
14 and October 2023:

15 a. 879 Guerrero Street, San Francisco

16 b. 2831 23rd Street, San Francisco

17 c. 1720 Mission Stret, San Francisco

18 d. 250 Bryant Street, #2839, San Francisco

19 8. In the instances alleged above, BROWN, dba BPM, performed property
20 management activities that require a broker license when he was not, and is not, licensed by the
21 Department in any capacity.

22 CONCLUSIONS OF LAW

23 Based on the findings of fact contained in paragraphs 1 through 8, BROWN,
24 acting by himself, or by and/or through one or more agents, associates, affiliates, and/or co-
25 conspirators, engaged in the business of, acted in the capacity of, and/or advertised or assumed to
26 act as, a real estate broker within the State of California who handles property management
27 activities, which requires a real estate broker license under Section 10131(b) of the Code, during

1 a period of time BROWN, dba BPM, was not licensed by the Department, in violation of
2 Sections 10130 and 10131 of the Code.

3 DESIST AND REFRAIN ORDER

4 Based upon the Findings of Fact and Conclusions of Law stated herein, it is
5 hereby ordered that STEVEN ARTHUR BROWN, whether doing business under his own
6 name, as "Better Property Management," or as any other names, IS HEREBY ORDERED to
7 immediately desist and refrain from engaging in property management activities for which a
8 real estate license is required.

9 In particular, STEVEN ARTHUR BROWN is ordered to desist and refrain from:

- 10 a. Advertising or assuming to act as a real estate licensee in the State of
11 California, as described in Sections 10130 and 10131 of the Code,
12 individually and/or under any fictitious business names, unless and
13 until he obtains the required license from the Department and is in
14 compliance with Code section 10130;
- 15 b. Engaging in the business of property management activities, as
16 described in Section 10131(b) of the Code, individually and/or under
17 any fictitious business names, unless and until he obtains the required
18 license from the Department and is in compliance with Code section
19 10130;
- 20 c. Performing any acts within the State of California for which a real
21 estate license is required, unless he is so licensed.

22 DATED: 12/23/2025

23
24 CHIKA SUNQUIST
25 Real Estate Commissioner

26 
27 by: Marcus L. McCarther
Chief Deputy Real Estate Commissioner

1 **Notice:** Business and Professions Code Section 10139 provides that "Any person acting as a real estate
2 broker or real estate salesperson without a license or who advertises using words indicating that he or she
3 is a real estate broker, real estate salesperson, or mortgage loan originator without being so licensed shall
4 be guilty of a public offense punishable by a fine not exceeding twenty thousand dollars (\$20,000), or by
imprisonment in the county jail for a term not to exceed six months, or by both fine and imprisonment; or
if a corporation, be punished by a fine not exceeding sixty thousand dollars (\$60,000)."

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7 cc: STEVEN ARTHUR BROWN
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